

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

Case Activity Report

Case # : 1008232928 Case Type : ACCIDENT Owner's Group : Field
 Brand : Toyota Case/Activity Last Updated : 8/26/2010 02:16:07 PM
 Case Title : PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	2T1KR32E13C [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	MODEL :	COROLLA MATRIX	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	STD	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	MISSOURI CITY TX [REDACTED]	MODEL NUMBER :	1902	OWNER :	A50F_DJM8124
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	8/23/2010 04:11:33 PM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	FRANCO5
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	17057 JOHN HARVEY TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	[REDACTED]	DOFU :	11/08/2002	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	94	CLOSED BY :	
		CURRENT MILES :	175000	CLOSER'S GROUP :	
		INCIDENT MILES :	175000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	42073 STERLING MCCALL TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	60 - GST	CLOSE APPROVED BY :	
DISTRICT :	01	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-116FYA	8/23/2010 03:57:08 PM / Call - Inbound	Done	FRANCO5 / Tier 2A Rep	Clir sts: Dir adv to CEC to request inspection.Sts was at a McDonald in the drive-through, the driver seatbelt popped off, smoke filled the cabin, sts then looked and pass seat seatbelt popped off, then cust started to pull out of drive through, then pass airbag deployed, then driver airbags deployed and injured cust, cust climbed out of driver window, smoke filled the cabin. No collision. McDonald's manager called			8/23/2010 04:36:43 PM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				fire dept. Fire dept opened hood. Cust does not know if there was a fire or if fire extinguishers were used. Started raining. Cust sts: 7:00 to 3:30 may try cust at work: [REDACTED] Registered Owner: Yes Date of Accident: 8/17/2010 Location of Accident: McDonald's in the drive-through Veh Location: Sterling McCall Toy Has repairs begun on the veh: no Injuries: yes, left arm from airbag is bruised/welts; chest bruises; Breathing problems since as well from smoke. Has been to doctor. Ambulance: Fire Dept. only, no ambulance Driver & Pass Names: Driver only [REDACTED] Seatbelts On: yes Road Conditions: dry Speed Before Impact: parked. Brakes Applied Before Impact: n/a What Failed: n/a Collision Type: n/a Airbag Warning Light On/Off Prior to Accident: n/a Did airbags deploy: yes Police Report filed (name of police dept & report #)Fire dept only. Insurance Company: Geico Any Prev Accidents In no. NCR apol and adv cust that concerns have been documented at toy HQ, provided case number and will forward to CM for c/b in 1 b/d.			
1-117E6M	8/24/2010 07:20:46 AM / Call - Outbound	Done	MORSEN / Tier 2B Rep	FCRP ===OUTGOING CALL TO [REDACTED] (713) 922-8774=== 8/24/2010 2:39:43 PM Spoke with customer who advised the airbags deployed and the seat belt part that goes over her shoulder popped out and started smoking. She states		8/24/2010 08:21:00 AM	8/24/2010 02:51:11 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>next the passenger side seat belt popped open and then the airbag on the passenger side popped out. She said she became alarmed and that's when the driver side airbag popped out and hit her in the chest and bruised her arm. She went to the doctor and was told the smoke from the airbag got in her lungs. She states this all happened when she was sitting in the drive through at McDonlads. She said the cashier advised her that her vehicle was smoking. She states the Fireman came and did something under the hood. She states the windshield shattered. I advised customer I will forward her case to Legal and someone will contact her to make arrangements to inspect the vehicle.</p> <p>8/24/2010 2:50:59 PM</p>			
1-1BWLR	8/25/2010 06:56:10 AM / Call - Inbound	Done	MORSEN / Tier 2B Rep	<p>Cust seeks to spk to case manager.</p> <p>NCR apol and adv cust that case manager is not avail and will req a c/b. Cust req a c/b at [REDACTED]</p>			8/25/2010 08:09:54 AM
1-1B718	8/25/2010 08:12:38 AM / Call - Outbound	Done	MORSEN / Tier 2B Rep	<p>===OUTGOING CALL TO [REDACTED]</p> <p>8/25/2010 8:10:04 AM</p> <p>Case Manager called Customer, left V/M on day number, provided Customer with Case Manager contact info 800-331-4331 ext 73824, & office hours Monday through Friday from 7:00 am - 3:30 pm pacific standard time.</p> <p>8/25/2010 8:11:17 AM</p> <p>===OUTGOING CALL TO [REDACTED]</p> <p>8/25/2010 8:11:33 AM</p> <p>Case Manager called Customer, left V/M on alt number, provided Customer with Case Manager contact info 800-331-4331 ext 73824, & office hours Monday through Friday from 7:00 am - 3:30 pm pacific standard time.</p> <p>8/25/2010 8:12:33 AM</p>			8/25/2010 08:12:46 AM
1-1IEFJF	8/25/2010 08:44:27 AM / Call - Inbound	Done	ERHARDI / Tier 2A Rep	<p>Cust would like to speak with Nicole.</p> <p>NCR transferred to Nicole.</p>			8/25/2010 08:44:40 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-11B7JX	8/25/2010 08:55:02 AM / Call - Inbound	Done	MORSEN / Tier 2B Rep	1008232928===INCOMING CALL FROM [REDACTED] 8/25/2010 8:43:50 AM Spoke with [REDACTED] who wanted to know if we could provide a rental. I apologized and advised Toyota does not provide rentals in cases of an accident. 8/25/2010 8:54:50 AM			8/25/2010 08:55:09 AM

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Legal

Accident Information

Incident Date: 08/17/10 4:30:58 PM

Accident Location: Beechnut and hwy 610 at McDonalds Houston TX

Road Condition: Dry

Injuries: cust has chest and arm injuries and lungs have smoke from the airbag

Fire/Police: Fire

Police Report Filed: No

Vehicle Information

Vehicle Location: STERLING MCCALL TOYOTA

Drivable: No

Repaired: No

Insurance Information

Claim #: [REDACTED]

Insurance Info: Geico

Adjuster Name: Donald Gunther

Adjuster Phone #: (800) 781-2870

MATTHEW ~~MEHL~~
MEHL 800 541 5432 x6202

CUSTOMER #: T2243102

3395749

Sterling McCall Toyota/Scion

9400 Southwest Freeway
Houston, Texas 77074

Main (713) 270-3900 Service (713) 270-3950
www.sterlingmccalltoyota.com

INVOICE



MISSOURI CITY, TX

PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 17809 JEFFREY I DAIGNEAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	03	TOYOTA COROLLA MATRI	2T1KR32E13C [REDACTED]	[REDACTED]	132591/132591	X62GRH	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24JUN04 DD			16:00 30JAN09			CASH	30JAN09

R.O. OPENED READY OPTIONS: ENG:1ZZ-FE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATED CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE
 CE PULLED CODES VEHICLE NEEDS CATALYST CONVERTER
 BANK 1..GAVE ESTIMATE \$1926.00 PARTS LABOR
 TAX...

17662 MAIDEN, STEVEN A LIC#: [REDACTED]

ISP

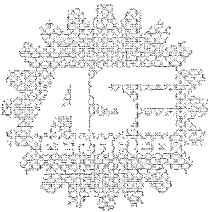
132591 VEHICLE NEEDS CATALYST CONVERTER

B CUSTOMER STATES THE AIR BAG LIGHT IS ON
 VINSP-4 PULLED CODES VEHICLE NEEDS SPIRAL CABLE
 IN STEERING WHEEL. RESET LIGHT.....GAVE
 ESTIMATE \$549.00

17662 MAIDEN, STEVEN A LIC#: [REDACTED]

ISP

EST: 0.00 30JAN09 15:15 SA: 17809



STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

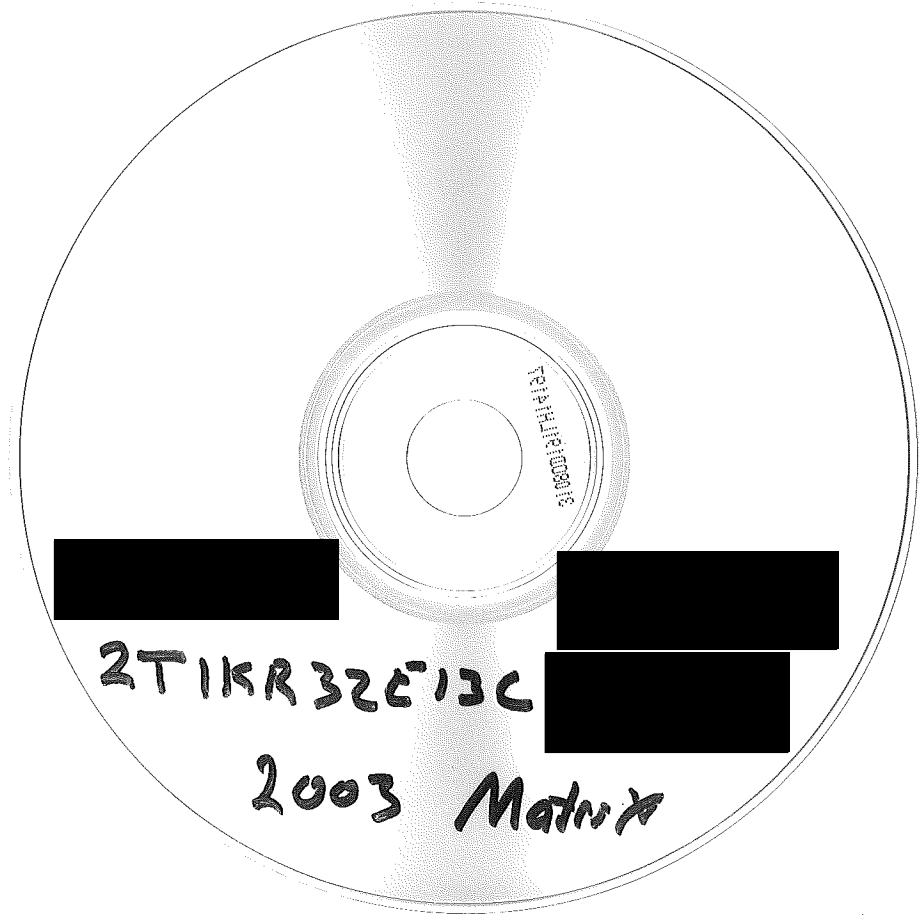
Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

In addition to the charges for parts, labor, tax, etc. Sterling McCall Toyota/Scion also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.



2T1KR3ZE13C

2003 Matka

MFD. BY: TOYOTA MOTOR MANUFACTURING
CANADA INC. 08/02

GVWR 3845LB GAWR FR 2015LB RR 1850LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

2T1KR32E13C [REDACTED] 2 PASS. CAR



C/TR: 209/FA13
A/TM: -03A/A246E

MODEL: ZZE132L - DHPDKA
MADE IN CANADA

658

AA02098842





OBJECTS IN MIRROR ARE
CLOSER THAN THEY APPEAR













11/33 501







MATRIX

PRESS



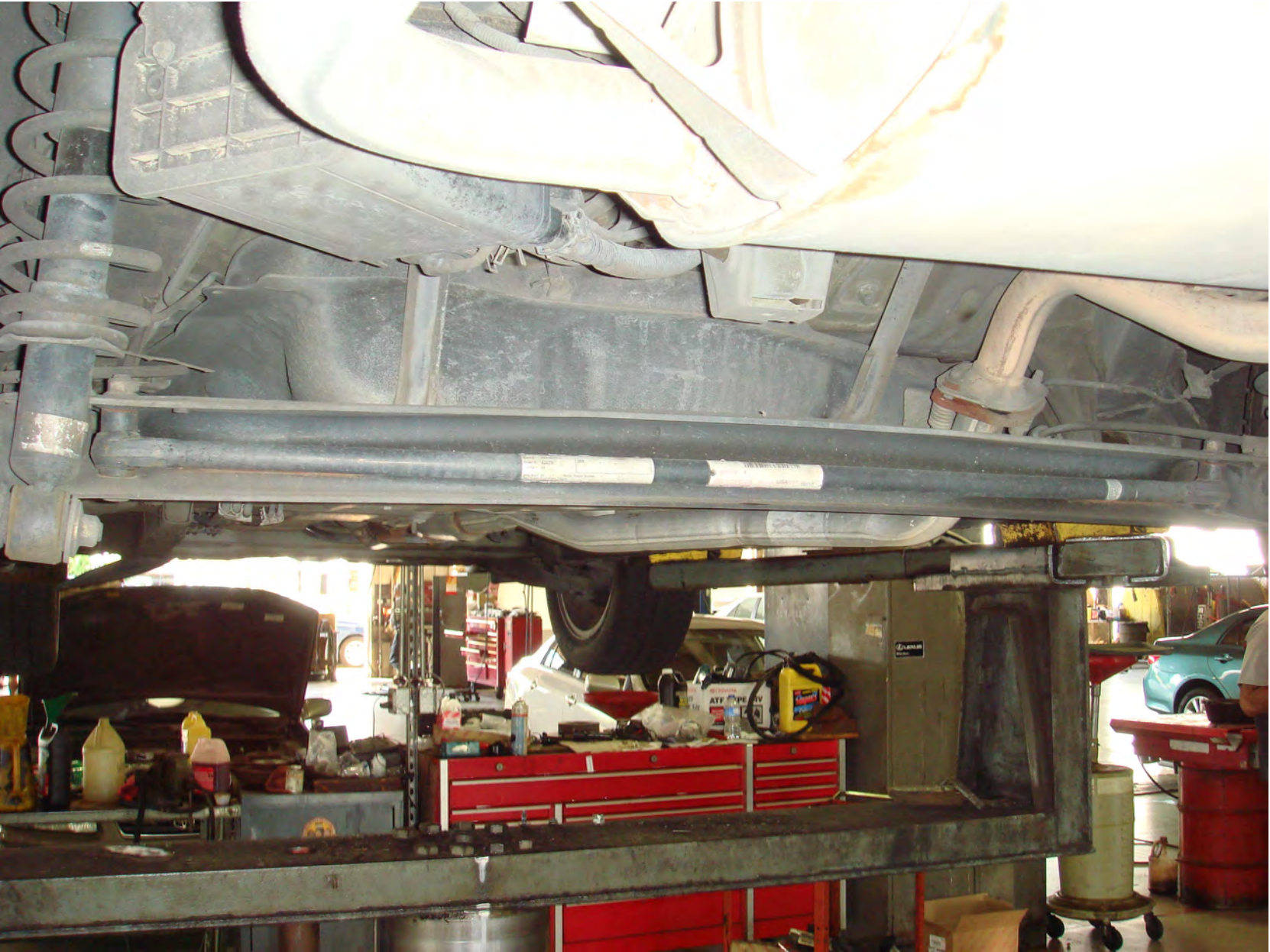
PRESS















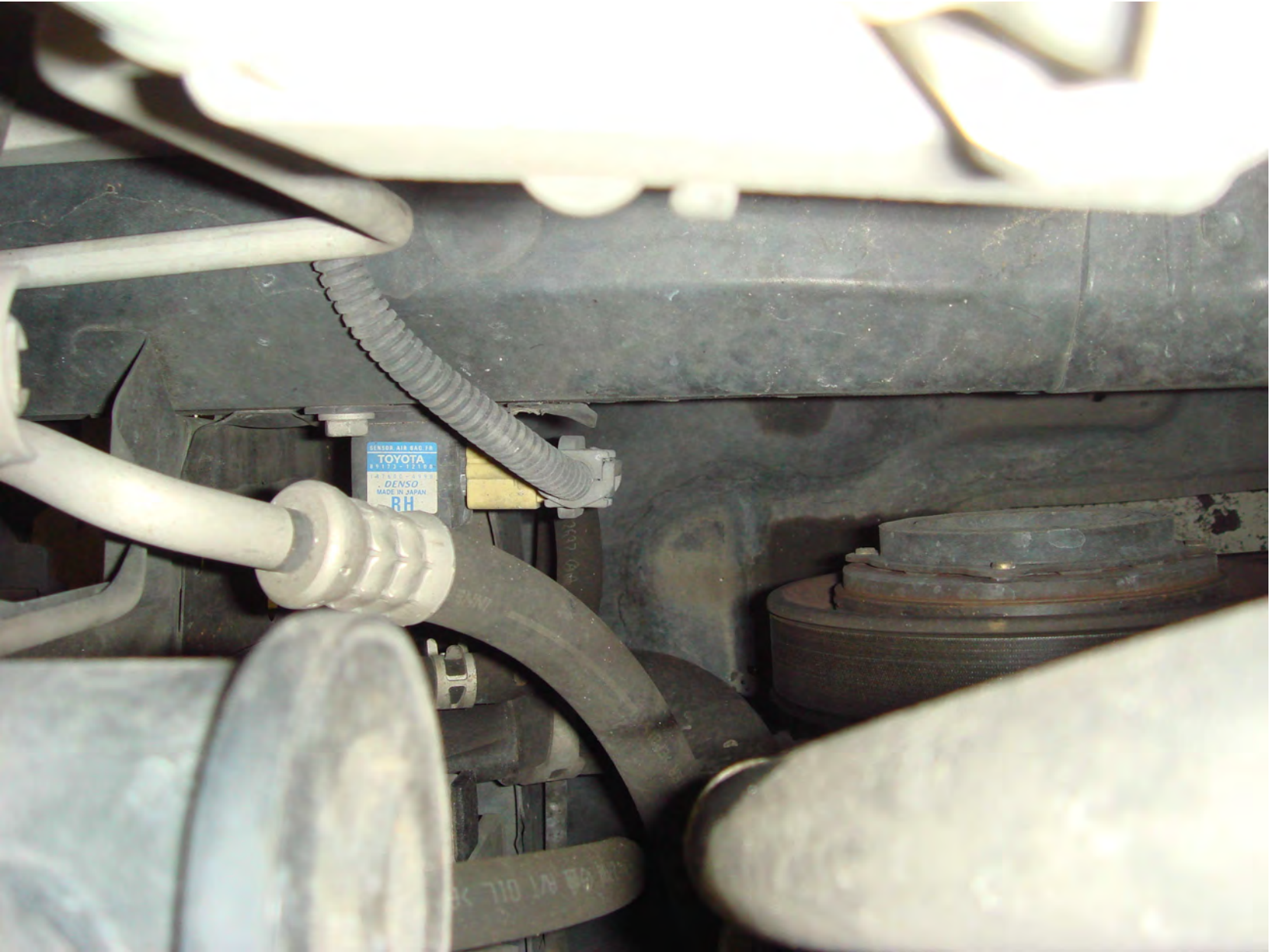






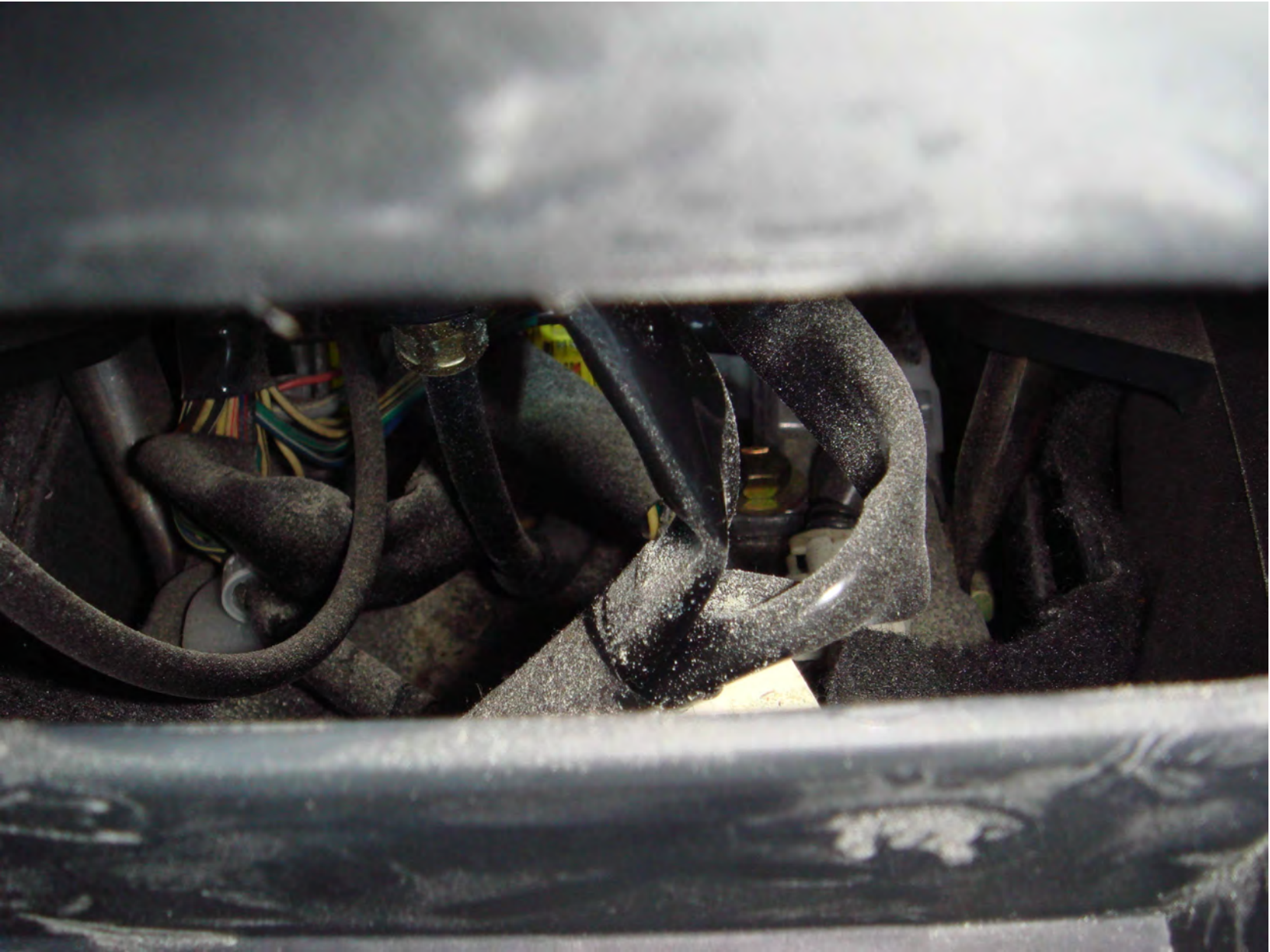


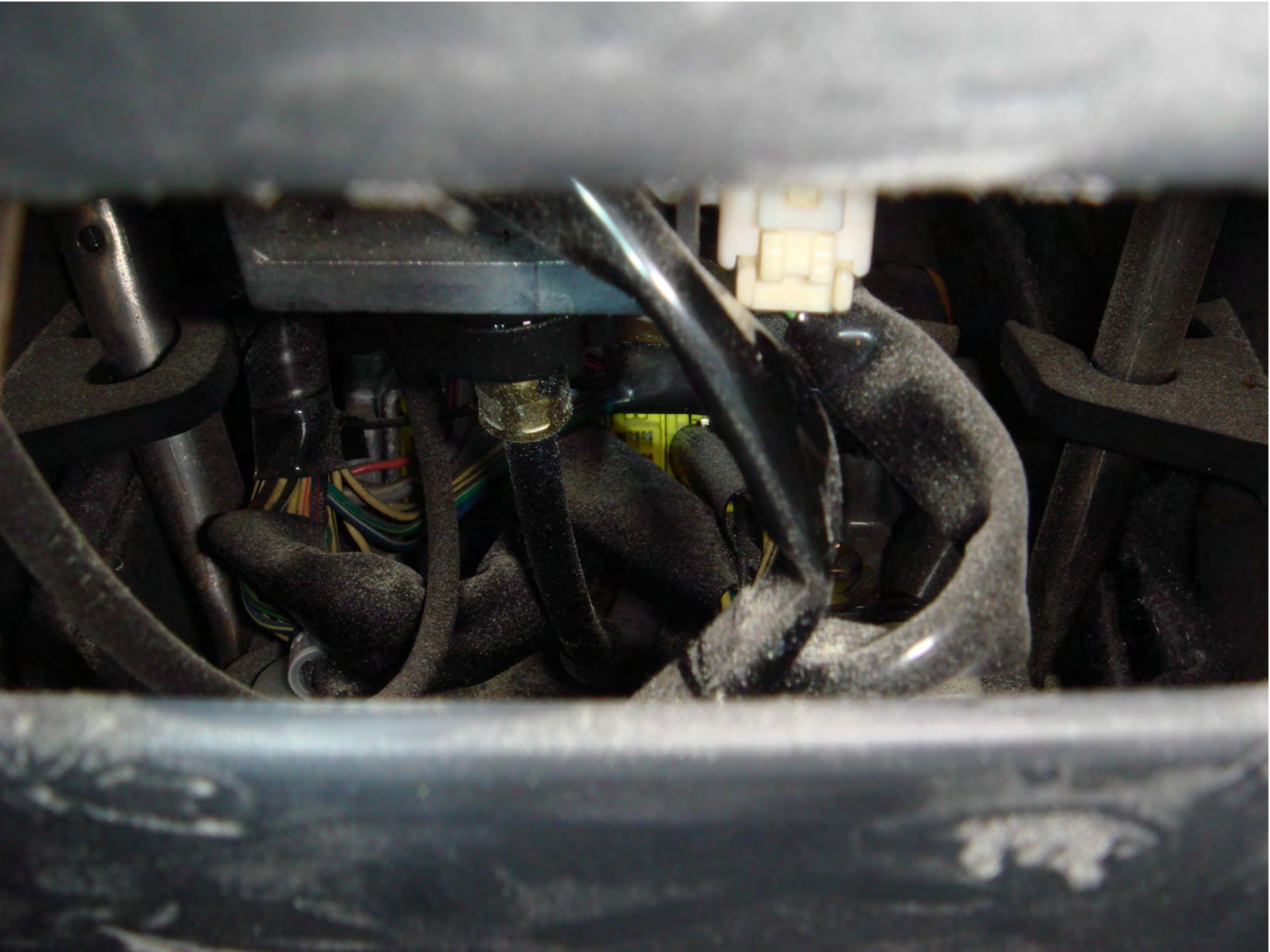
DENSO AIR FILTER
TOYOTA
DENSO
MADE IN JAPAN
LH



DENSO AIR FLOW SEN
TOYOTA
4173-12160
DENSO
MADE IN JAPAN
RH

710 1A 70 81





















etbu

TOYOTA



MATRIX













Writers Direct Telephone (310) 468-5638
Writers Direct Fax (310) 381-5017

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

March 31, 2011

KEIRA T MITCHELL ESQ
MITCHELL LAW GROUP PLLC
16630 IMPERIAL VALLEY DR STE 135
HOUSTON TX 77060

Re: Your Client: [REDACTED]
Date of Loss: August 17, 2010
Vehicle: 2003 Toyota Matrix
VIN: 2T1KR32E13C [REDACTED]

Dear Ms. Mitchell:

Toyota Motor Sales, USA, Inc. ("TMS") has reviewed [REDACTED] claim of unintended air bag deployment as captioned above. As you are aware, we have been diligent in our attempts to thoroughly inspect this vehicle.

The condition of the vehicle is fair at best. There is obvious prior repair work, some of which was not performed well. There are numerous indications of impact to the undercarriage of the vehicle, including the core support. Any of these impact marks to the undercarriage could have been enough to deploy the air bags.

The air bags are designed to deploy as the result of abrupt forward deceleration of the vehicle. There are numerous marks that that indicate that some sort of impact may have been enough to deploy the air bags.

Along with the air bag deployment, the seatbelt pretensioners deployed. When this occurs, they lock the seatbelts in place where they were at the time of deployment. Ms. [REDACTED] reported that she was wearing her seatbelt at the time of the incident; however the driver's seatbelt was found in its fully stowed position, indicating that the belt was not being worn at the time.

We are very sorry about this most unpleasant incident; however we found no evidence to support a claim of manufacturing or design defect, and we are unable to offer further assistance. Thank you for your attention and understanding.

Very truly yours,



Troy H. Higa
Claims Administrator

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

Case Activity Report

Case #: 1108101007 Case Type: ACCIDENT Owner's Group: Legal
 Brand: Toyota Case/Activity Last Updated: 8/12/2011 02:22:32 PM
 Case Title: PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	JTDBR32E030 [REDACTED]	STATUS :	Closed
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	NEWPORT TN [REDACTED]	MODEL NUMBER :	1822	OWNER :	GAGON
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	8/10/2011 10:45:18 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	DIAZY1
ALT PHONE :	--	SELLING DEALER CODE & NAME :	10100 LEGACY TOY. OF UNION CITY	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	--	DOFU :	01/28/2003	CLOSED DATE :	8/12/2011 02:22:32 PM
EMAIL ADDRESS :		CURRENT MONTHS :	103	CLOSED BY :	GAGON
		CURRENT MILES :	70000	CLOSER'S GROUP :	Legal
		INCIDENT MILES :	70000		
		CERTIFIED :	Yes		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	41052 RUSTY WALLACE TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	22 - Cincinnati	CLOSE APPROVED BY :	
DISTRICT :	010	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :			
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-7U7JRE	8/10/2011 10:45:13 AM / Call - Inbound	Done	DIAZY1 / Tier 2A Rep	Clir Sts her vehicle was parked in her driveway with the windows down. Sts she left the vehicle for a while and went to get in and noticed the windshield was shattered. Sts her airbag came out on the passenger side. Sts the vehicle is currently located at the Toy dlr. Sts she was not involved in any accident prior to the airbag deploying. Sts it was a very hot day and dlr adv cust windshield caused airbag to deploy. Sks to have vehicle repaired at Toy's cost.			8/10/2011 10:52:20 AM

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Case Activity Report

ACTIVITIES								
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE	
				Registered owner: [REDACTED] Driver: vehicle parked Occupants: 0 Date of accident: 8/1/11 Time of accident: 4:00 pm Accident location: home Vehicle location: dlr Have repairs begun: no Customer seeks: for toy repair issues. Injuries: NO Wearing Seatbelt: vehicle parked Speed before impact: n/a Able to apply brakes: n/a What failed: windshield Type of collision (frontal, side, rollover): Type of impact (vehicle, wall, pole): Specific vehicle damage: window shattered and passenger airbag deployed Airbags (non-deploy or deploy): deploy Airbag warning light on: n/a Previous accidents: sts a year ago she backed into a vehicle however nothing to noticeable. NCR apol and adv cust concern has been documented. Adv clr case will be forwarded to a CM who will c/b within 1 b/d. Clr thanked. Provided cust with case number.				
1-7UDBNA	8/11/2011 12:45:37 PM / Research	Done	CRATHEB / Tier 2B Rep	TMS INTERNAL Ncr consulted sup, JMartinez to confirm how case should be handled. CM was adv b/c the cust fls the airbag should not have deployed and is claiming product liability, case should be an FCRP			8/11/2011 12:46:57 PM	
1-7UDBNE	8/11/2011 12:46:59 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	OUTGOING CALL TO LEGAL CM attempted to reach CHargrave and v/m sts she is out of the office until 08/15/11			8/11/2011 12:47:34 PM	

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Case Activity Report

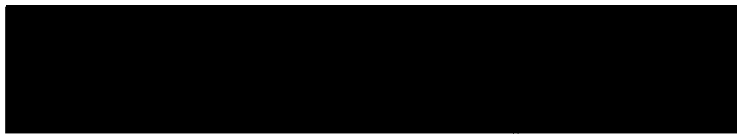
ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-7UDBNS	8/11/2011 12:54:37 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	OUTGOING CUST CALL Ncr spk to someone (female) on the primary # in request to spk to the cust. CM was informed the cust is not home. CM attempted to leave ncr's name, 800#, and ext and the cllr could not understand ncr and sks CM to f/u w/ the cust later. CM will f/u 08/12/11.			8/11/2011 12:54:42 PM
1-7UDBNW	8/11/2011 12:54:46 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	2ND CALL TO CUST-fcrp-airbag deploy-email ===FCRP=== OUTGOING CUST CALL Ncr spk to the cust on the primary #. Cust restates info from the initial call. Cust is unsure if the heat had anything to do w/ the windshield breaking. Cust does not understand why the airbag deployed or why the windshield broke and would like Toy to find out. Sts this concern was not her fault and is seeking rpr assistance. Cust sts she does not have email. Sts has a cell but keeps her phone turned off. Sts the best # is the primary #. NCR thanked and apol for the incident. CM adv reg will contact the cust w/in 3-5 b/d regarding request. Adv if reg inspects veh, inspection will take place w/in 30 days and results will be mailed w/in 30 days after the inspection. Ncr adv the cust will be responsible for any tow/rental expenses. Cust understood and thanked. LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.		8/12/2011 12:55:00 PM	8/12/2011 12:58:09 PM
1-7UH6PM	8/12/2011 12:59:18 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	===FCRP=== OUTGOING CUST CALL Ncr spk to the cust on the primary #. Cust restates info from the initial call. Cust is unsure if the heat had anything to do w/ the windshield breaking. Cust does not understand why the airbag deployed or why the windshield broke and would like Toy to find out. Sts this concern was not her fault and is seeking rpr assistance. Cust sts she does not have email. Sts has a cell but keeps her phone turned off. Sts the best # is the primary #. NCR thanked and apol for the incident. CM adv reg will contact the cust w/in 3-5 b/d regarding request. Adv if reg inspects veh, inspection will take place w/in 30 days and results will be mailed			8/12/2011 12:59:32 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				w/in 30 days after the inspection. Ncr adv the cust will be responsible for any tow/rental expenses. Cust understood and thanked. LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.			

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TOYOTA

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MFD. BY: TOYOTA MOTOR CORPORATION 12/02
GVWR 3585LB GAWR FR 1885LB RR 1720LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
JTDBR32E030 [REDACTED] PASS. CAR



C/TR: 040/FA41 MODEL: ZZE130L-AEPNKA
A/TM: -01A/A245E MADE IN JAPAN

*

NO. 856

*

BA5576255

00

°F

70.497

CHECK



OUT SIDE 88 °F
ODO 75497





OUTSIDE 80 °F
MILE 76497





WARNING

AVERTISSEMENT



DEATH or SERIOUS INJURY can occur

- Children 12 and under can be killed by the air bag
- The **BACK SEAT** is the **SAFEST** place for children
- **NEVER** put a rear-facing child seat in the front
- Sit as far back as possible from the air bag
- **ALWAYS** use **SEAT BELTS** and **CHILD RESTRAINTS**

Danger de MORT ou de BLESSURE GRAVE

- Les enfants de 12 ans et moins peuvent être tués par le coussin gonflable.
- Le **SIÈGE ARRIÈRE** est l'endroit **LE PLUS SÛR** pour les enfants.
- Ne **JAMAIS** mettre à l'avant un siège pour enfant orienté vers l'arrière.
- S'asseoir le plus loin possible du coussin gonflable.
- **TOUJOURS** utiliser les **CEINTURES DE SÉCURITÉ** et les **SYSTÈMES DE RETENUE POUR ENFANTS**.

(LF)









TOYOTA

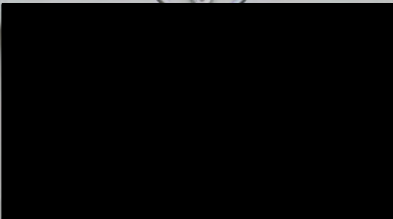


Rusty Wallace
TOYOTA
MORRISTOWN, TN

TOYOTA



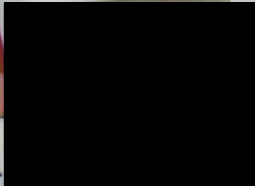
COROLLA LE



Rusty Wallace
TOYOTA
MORRISTOWN, TN



COROLLA LE











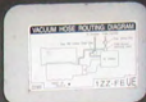








TOYOTA MOTOR CORPORATION
1990-1991



TOYOTA
CATALYST
1.9



11111

1.7 VVT-i
16V

AUTO
GOLD

FORMERLY...
...
...
...





BMW
V17-1

AMALTA
120V / 1000
63

BMW

GLAD
35-2
640
100
MADE IN U.S.A.

⚠ DANGER / POISON

KEEP OUT OF THE REACH OF CHILDREN
DO NOT TIP. KEEP VENT CAPS TIGHT AND LEVEL

6/09





A DANGER / POISON
DO NOT OPEN THE FUSE BOX COVER FOR 1 HOUR AFTER THE ENGINE HAS STOPPED

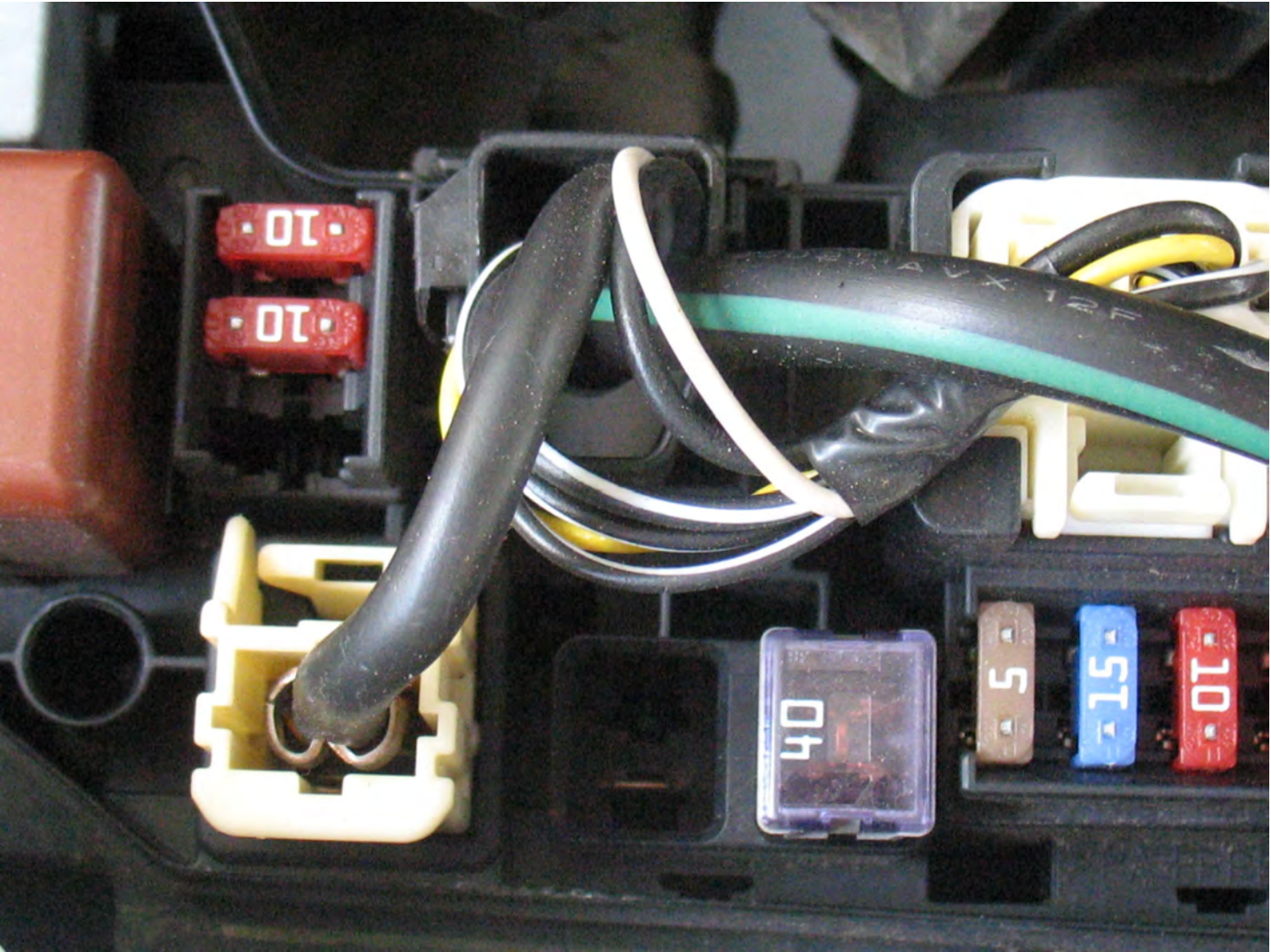
DO NOT OPEN THE FUSE BOX COVER FOR 1 HOUR AFTER THE ENGINE HAS STOPPED
FUSE BOX COVER

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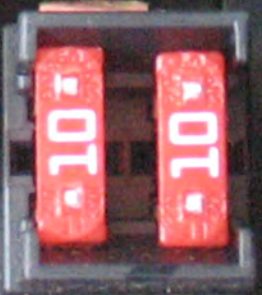
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DELPHI

TOYOTA

REAR DENSO

MADE IN JAPAN

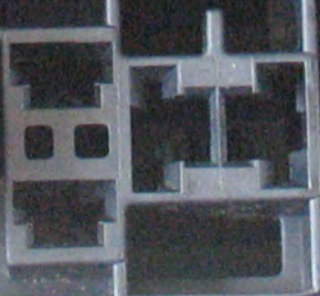
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MADE IN JAPAN

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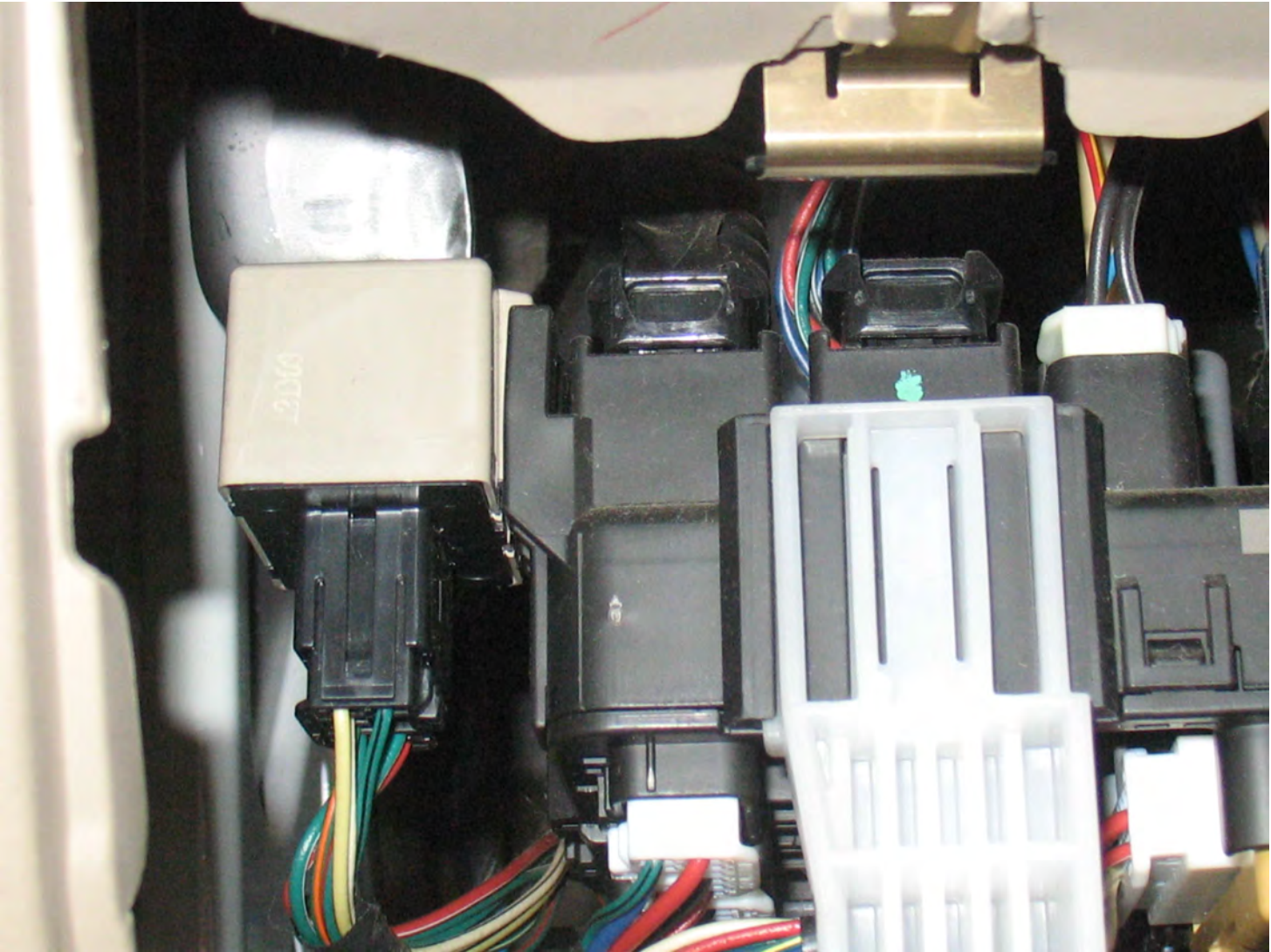
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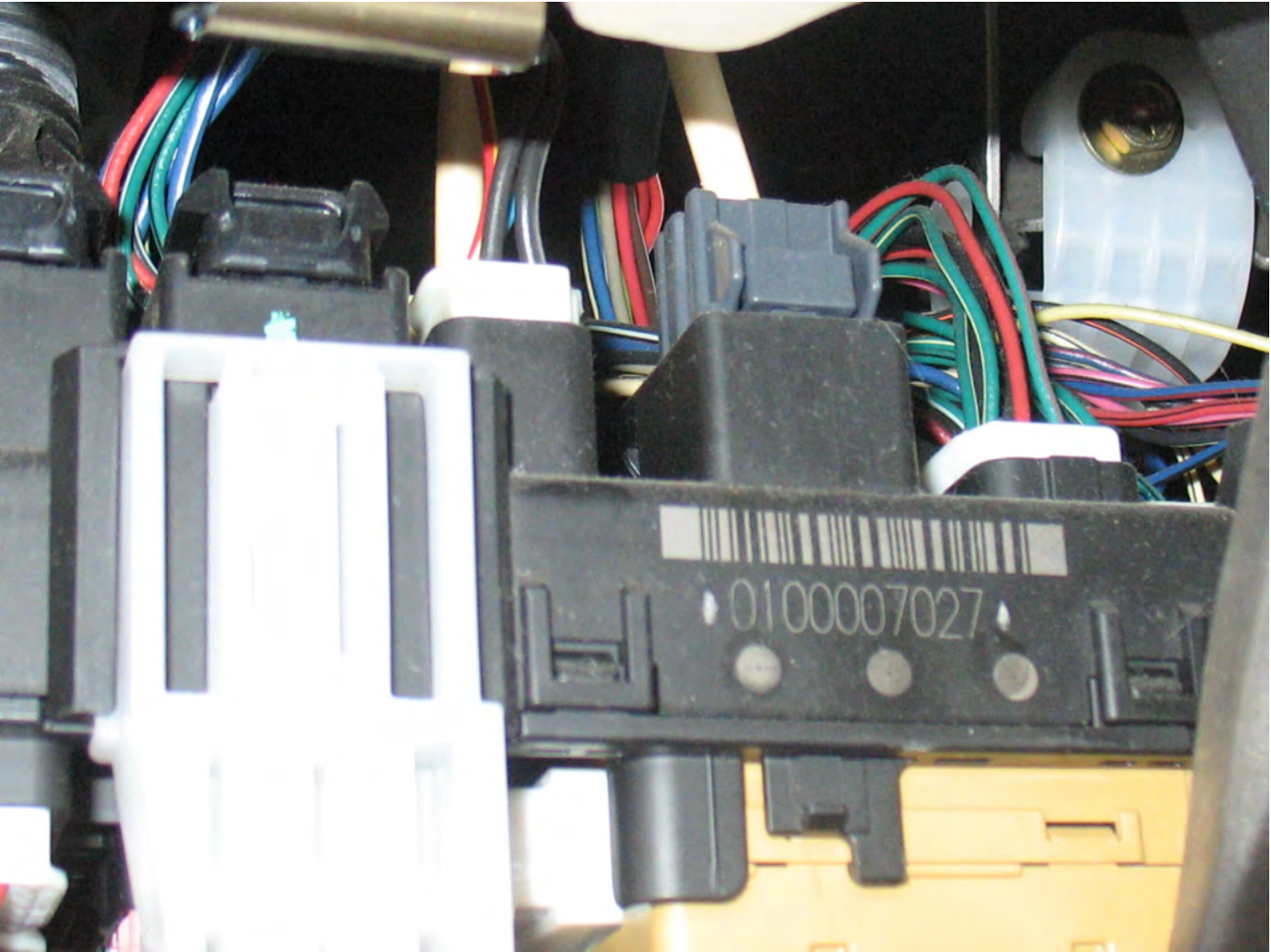
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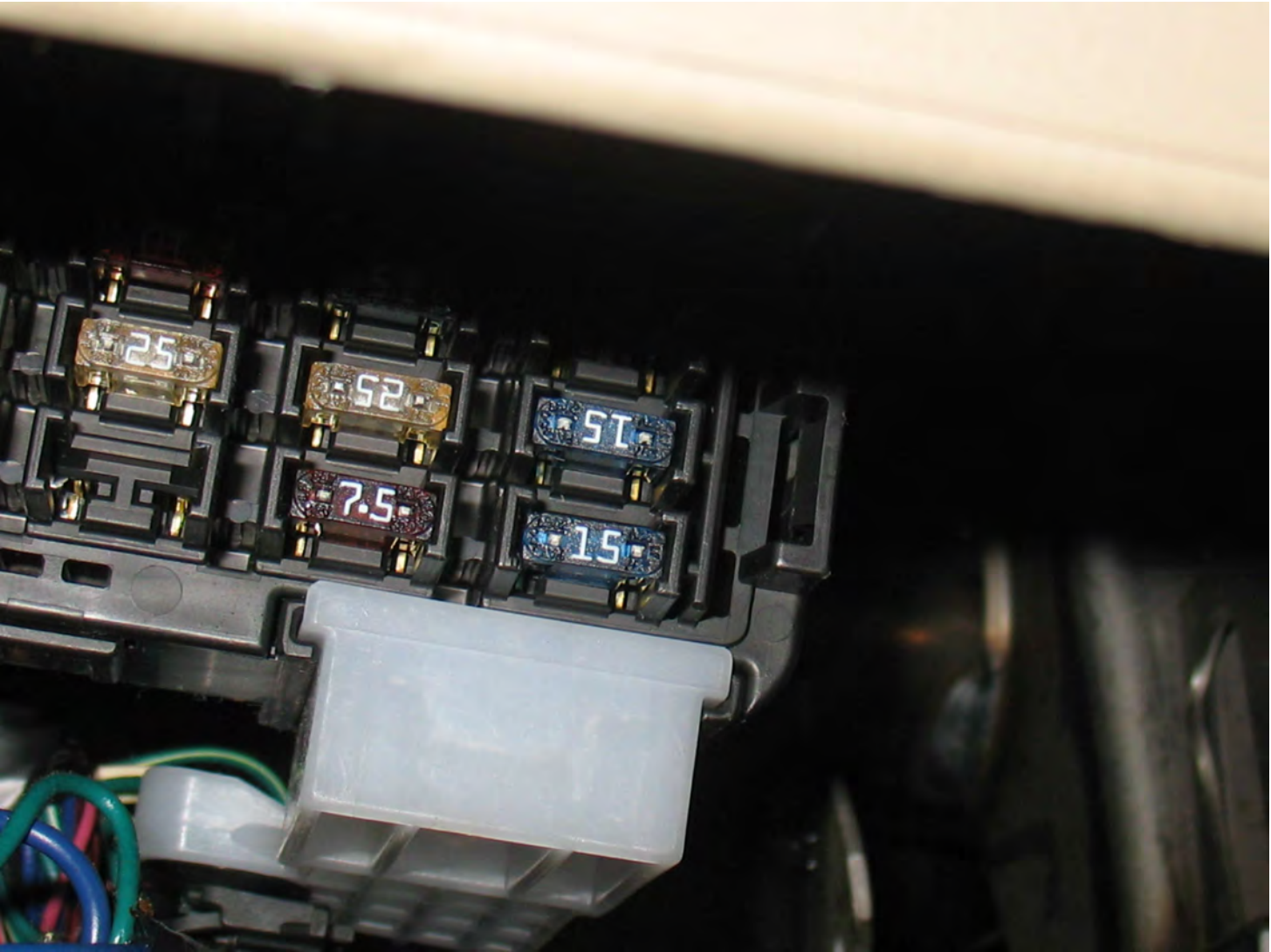


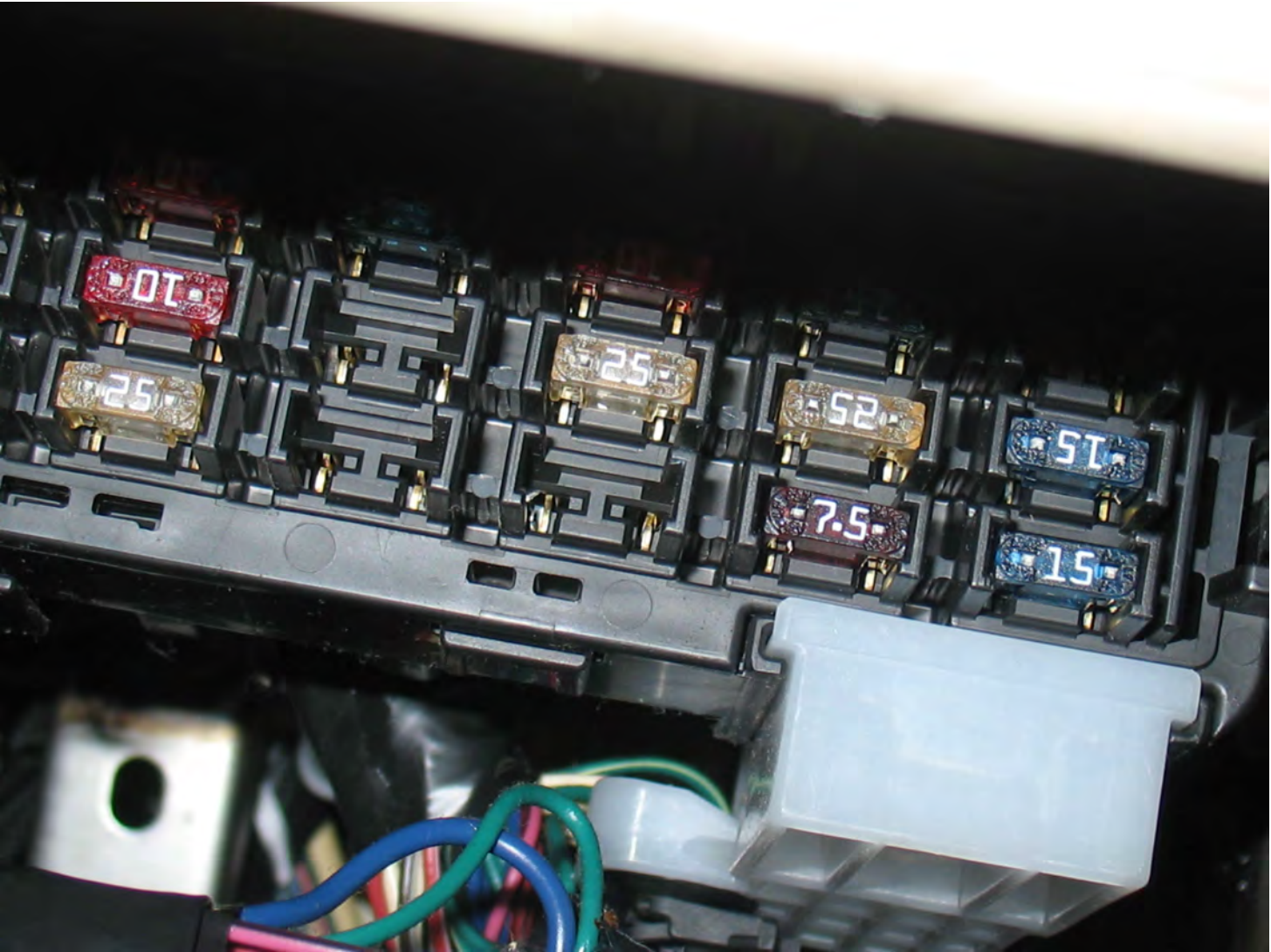






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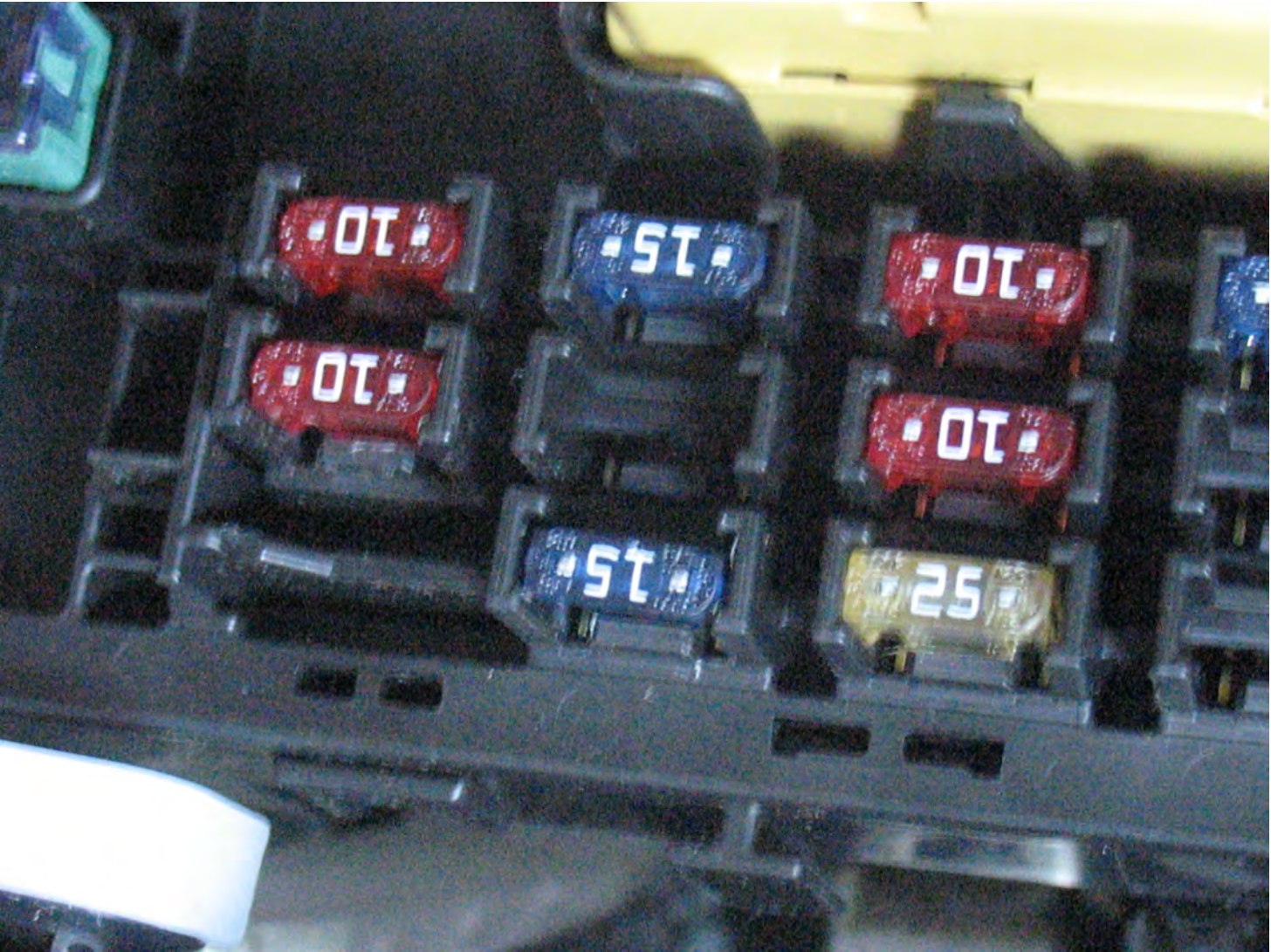
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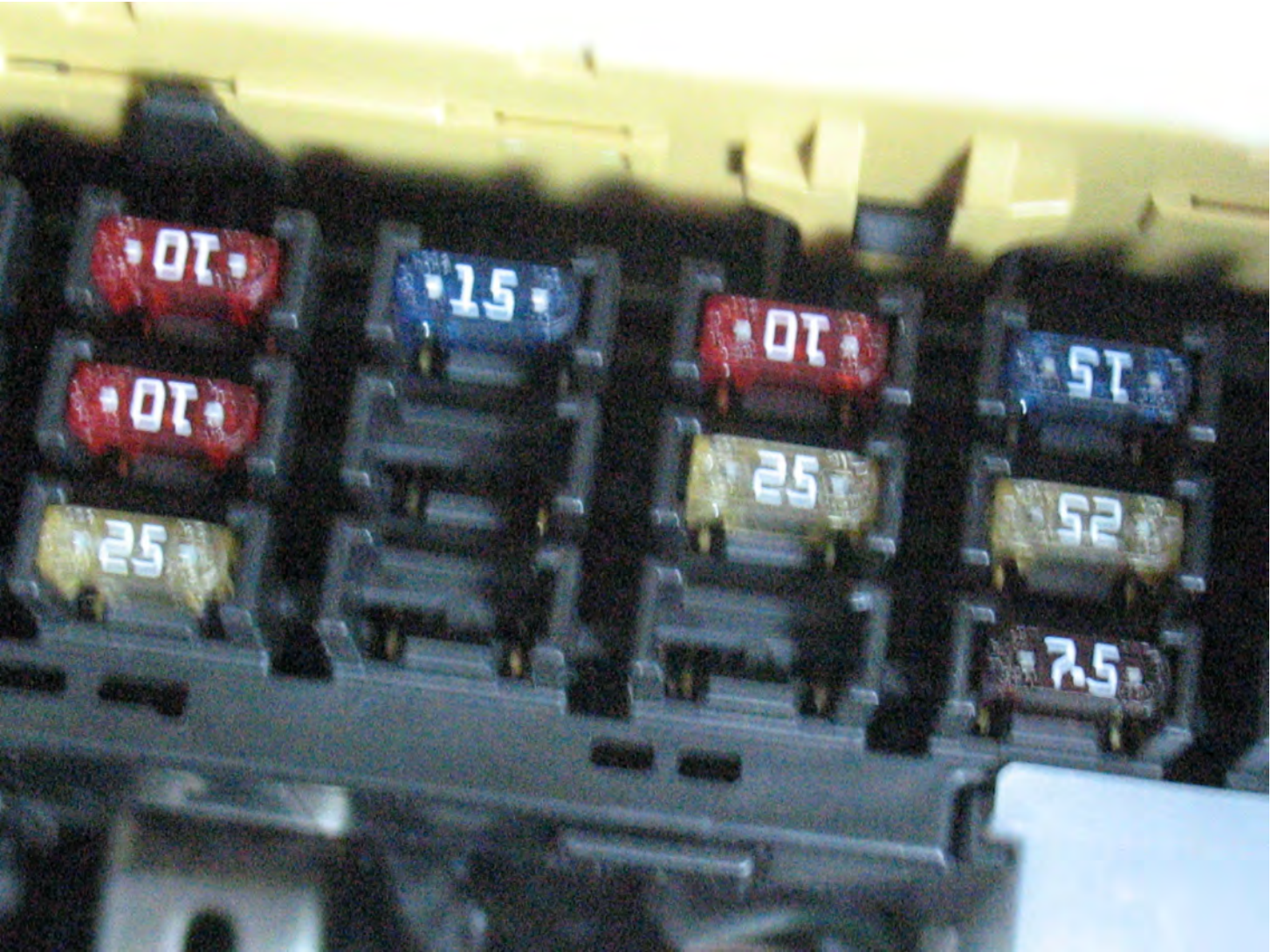
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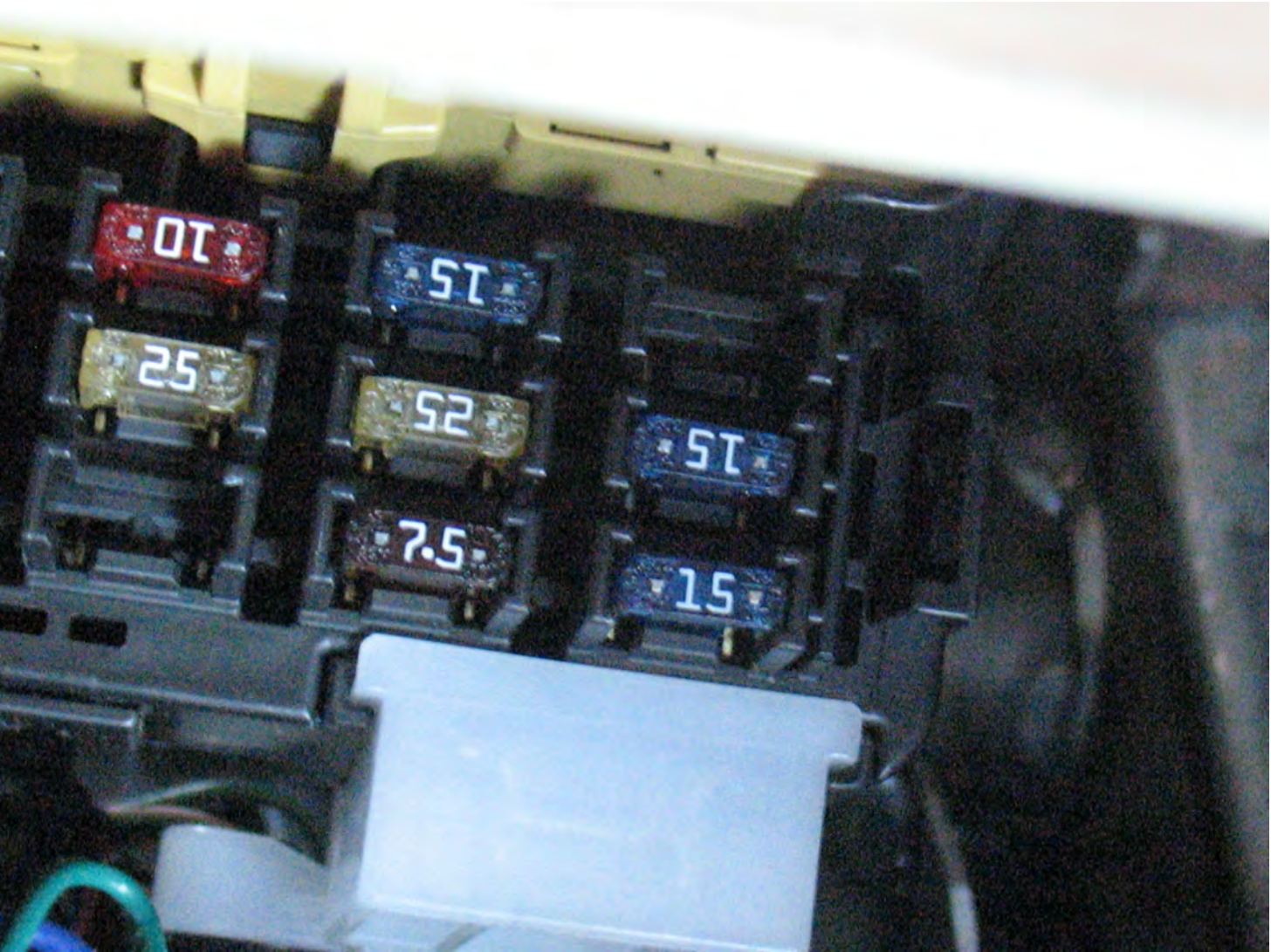
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TOYOTA
PWR 15PM
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CONTROL MODE
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AM
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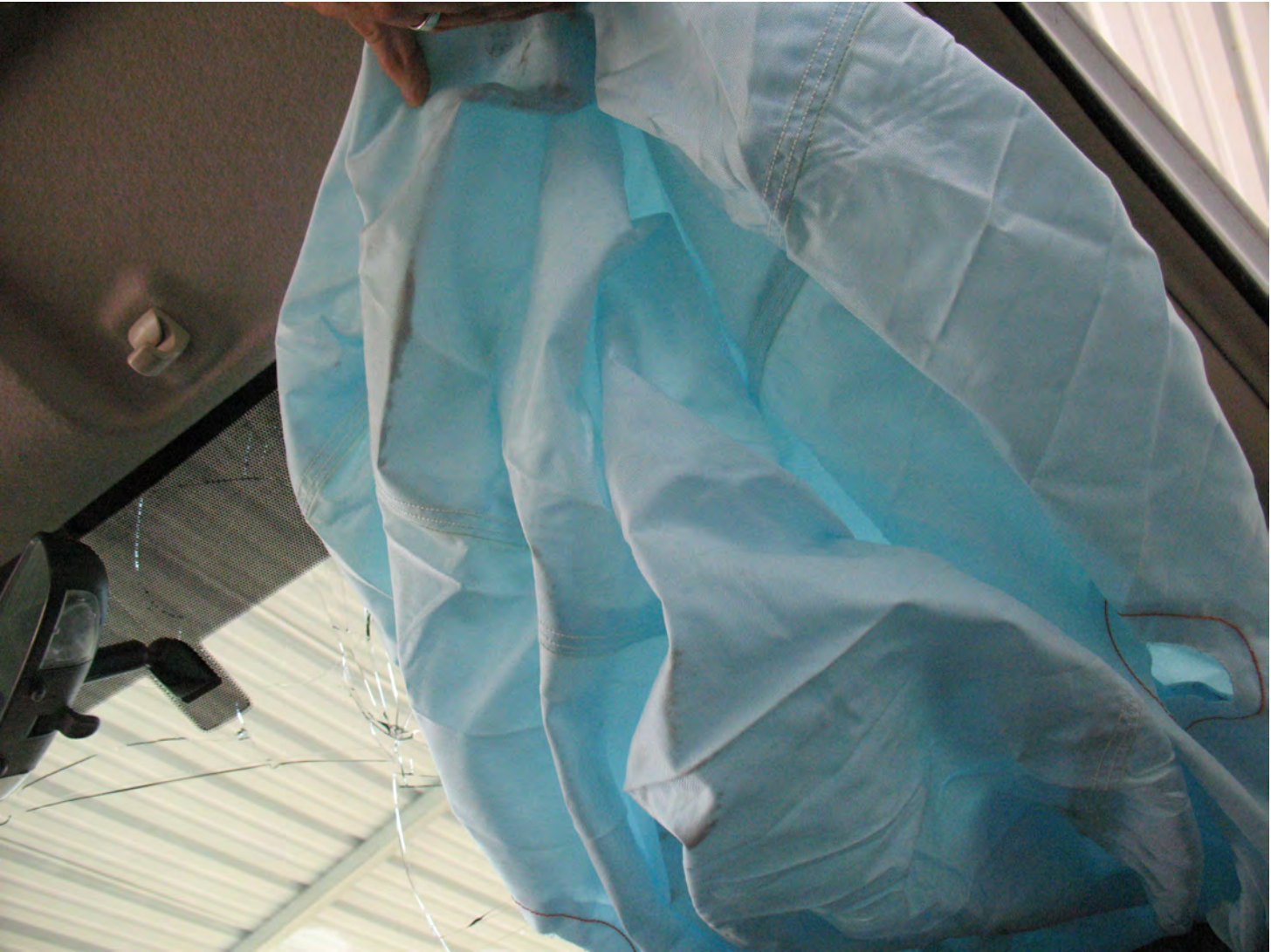
▲ H M PASSENGER
A/C OFF ON
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Storage bin containing papers and markers.

Gear shift lever with 'P' indicator.



















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MICHIGAN, U.S.A.
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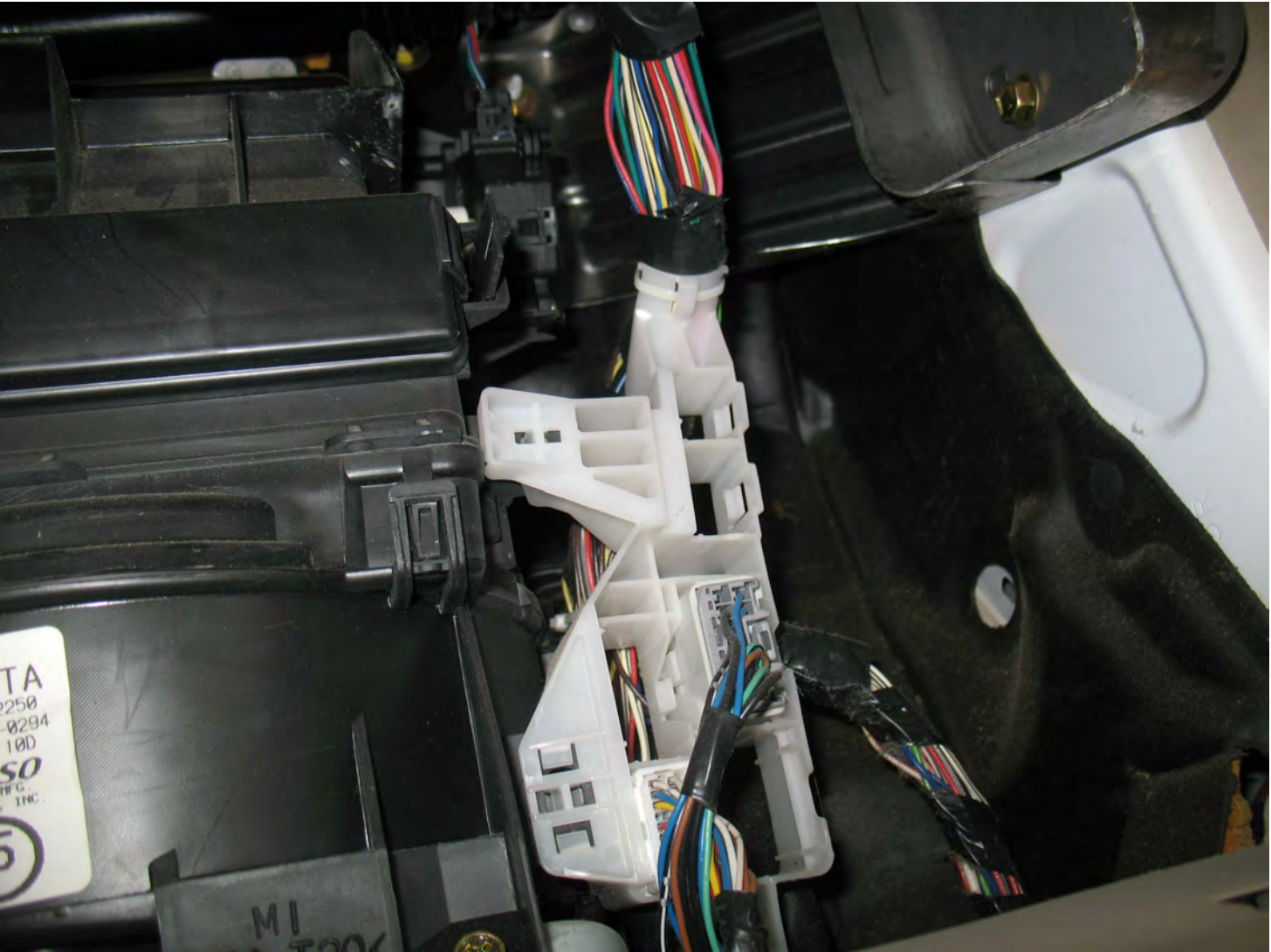
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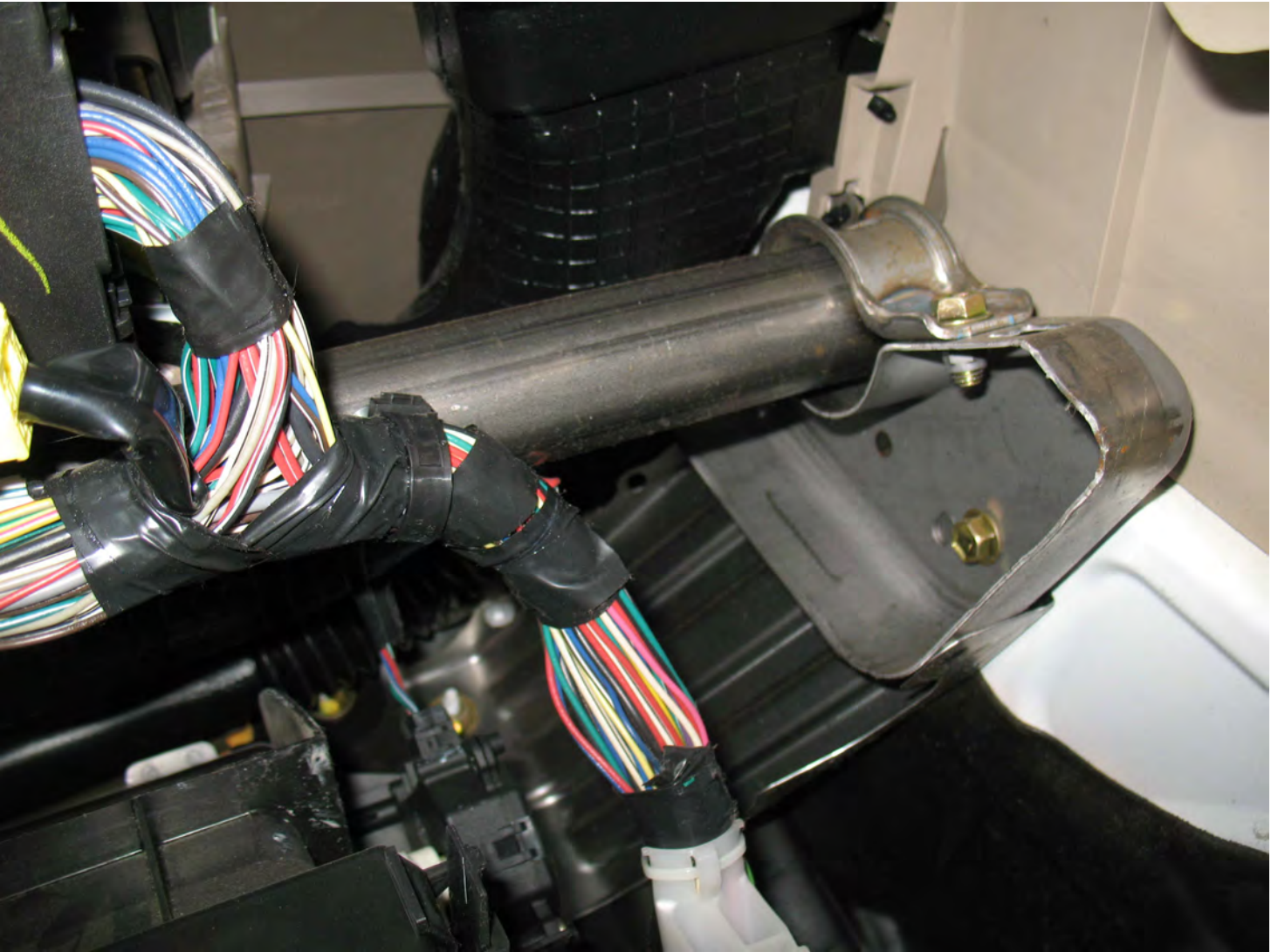
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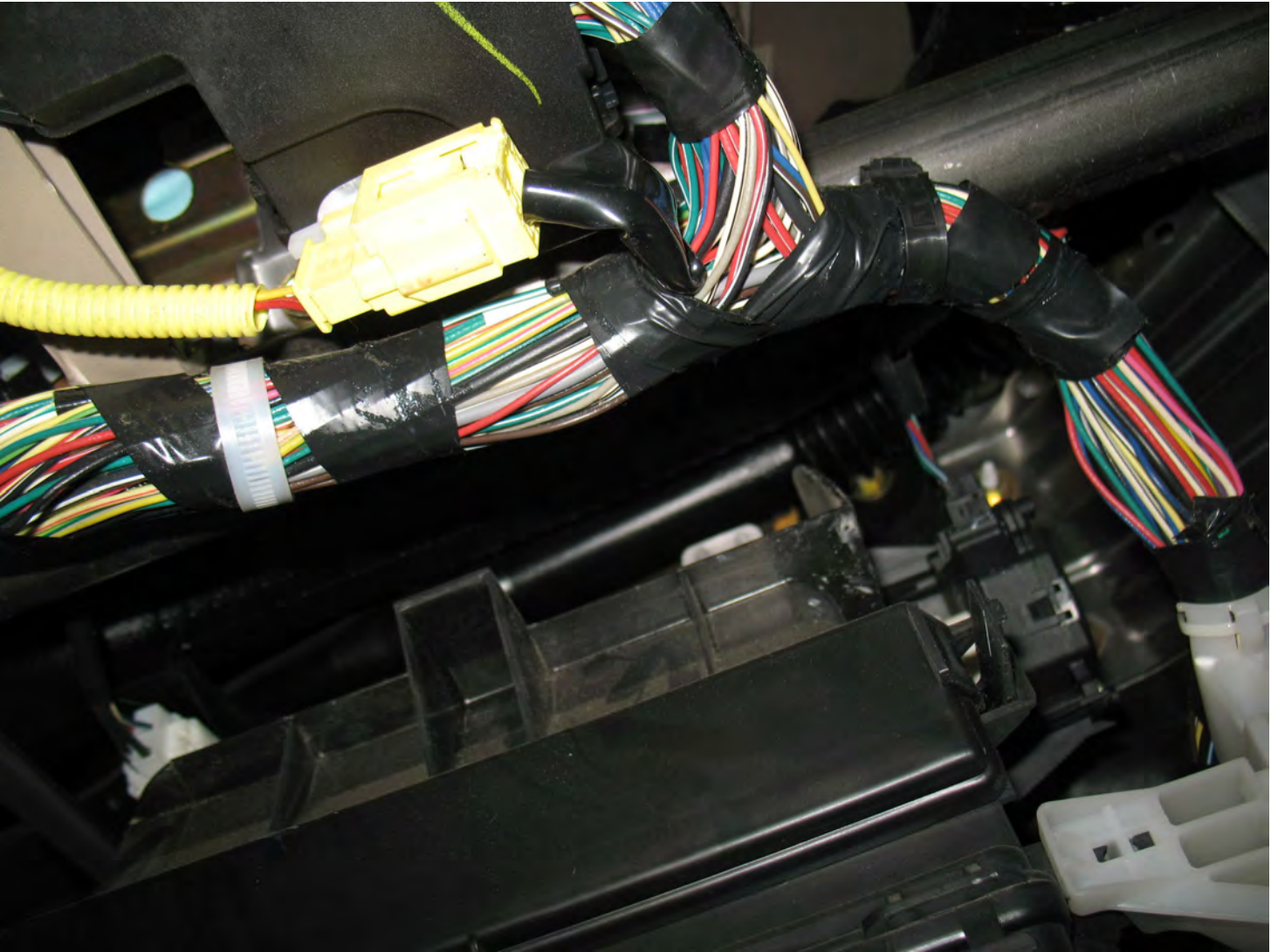
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MADE IN U.S.A.

FRAGILE
HANDLE WITH CARE

373-222

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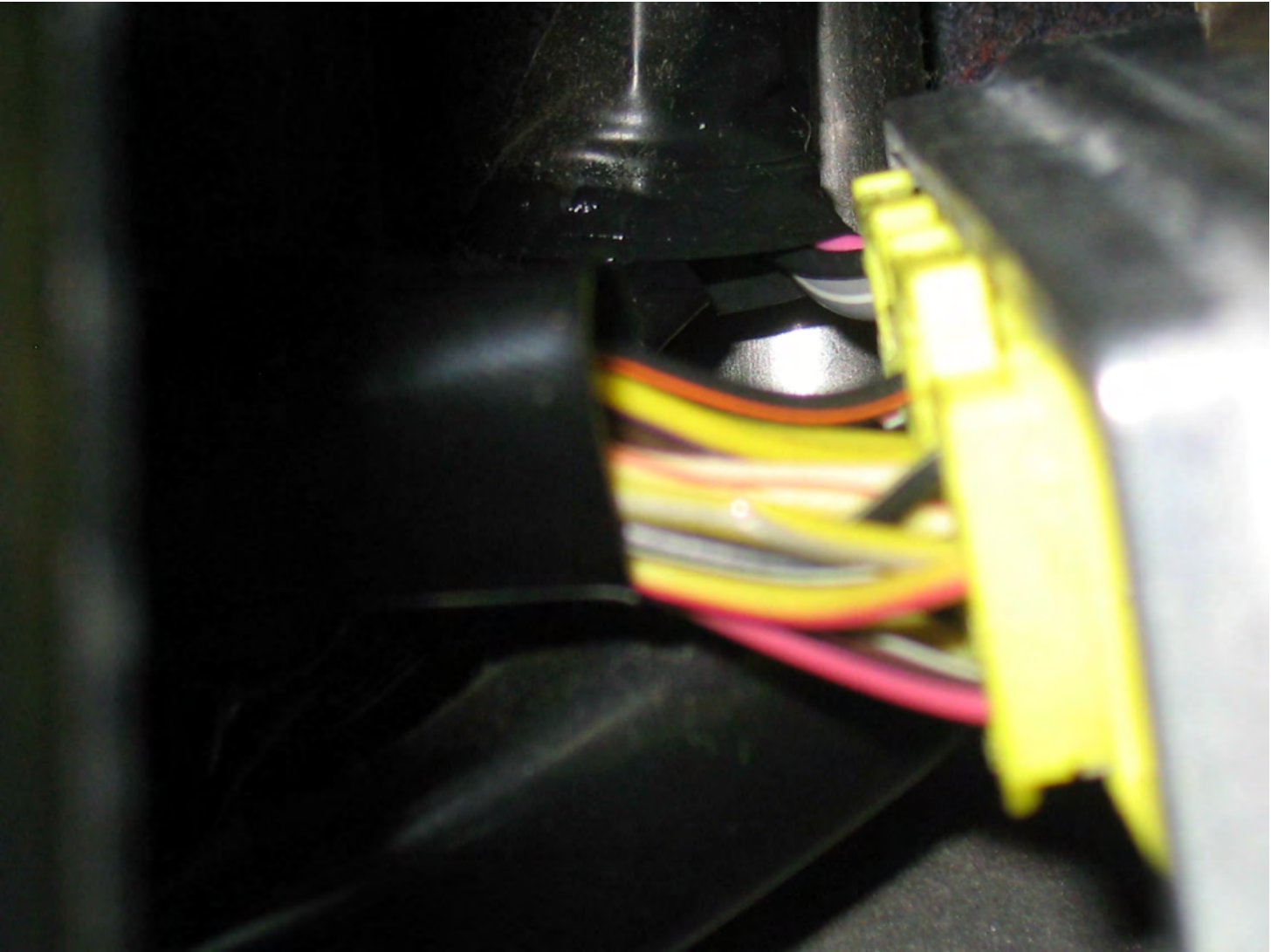


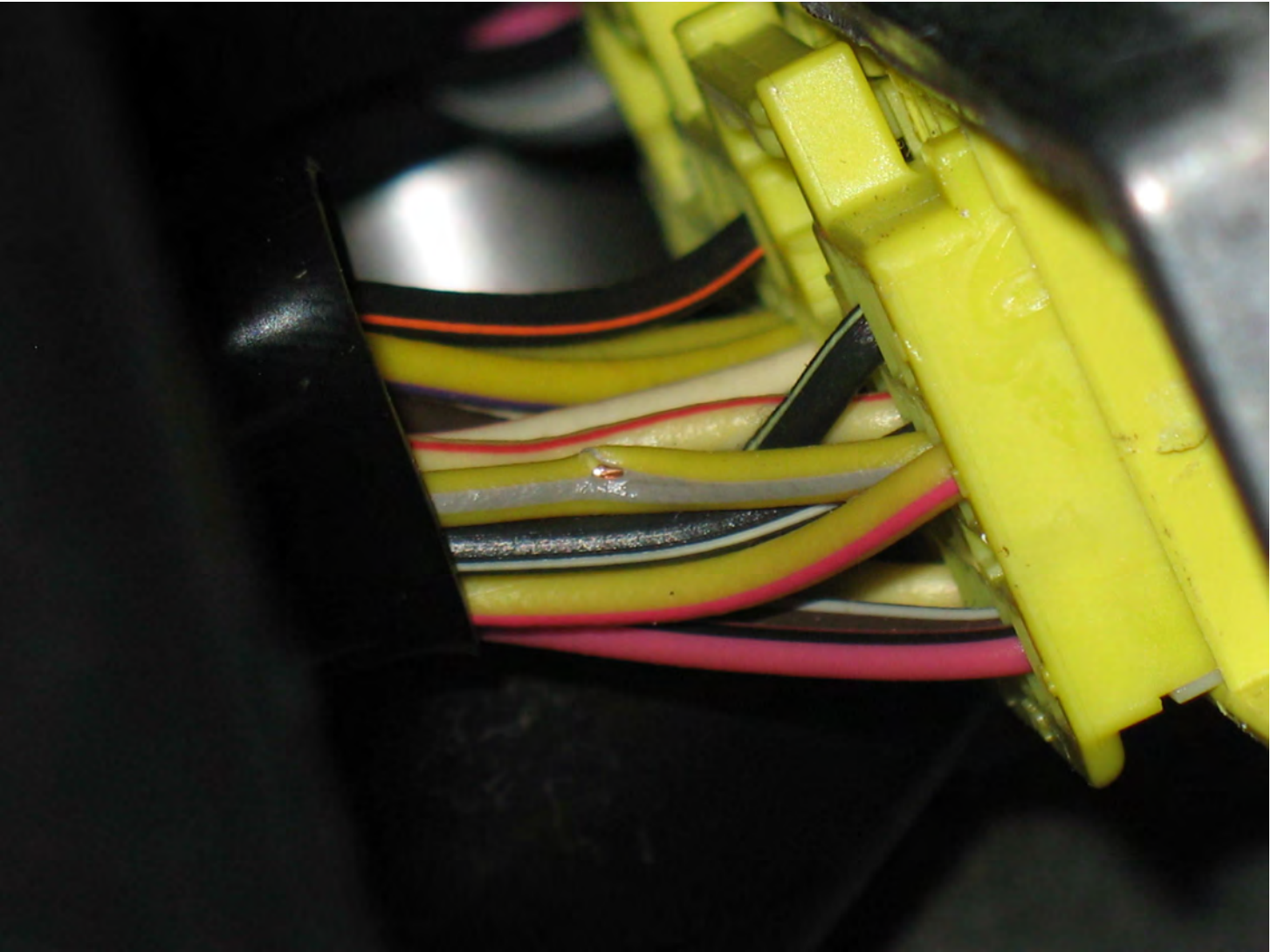
CAUTION
REPLACE COVER
PROPERLY WITH CARE
TO AVOID DAMAGE TO
THE LID. NEVER OPEN
LID WITH FORCE OR
TOO MUCH FORCE.











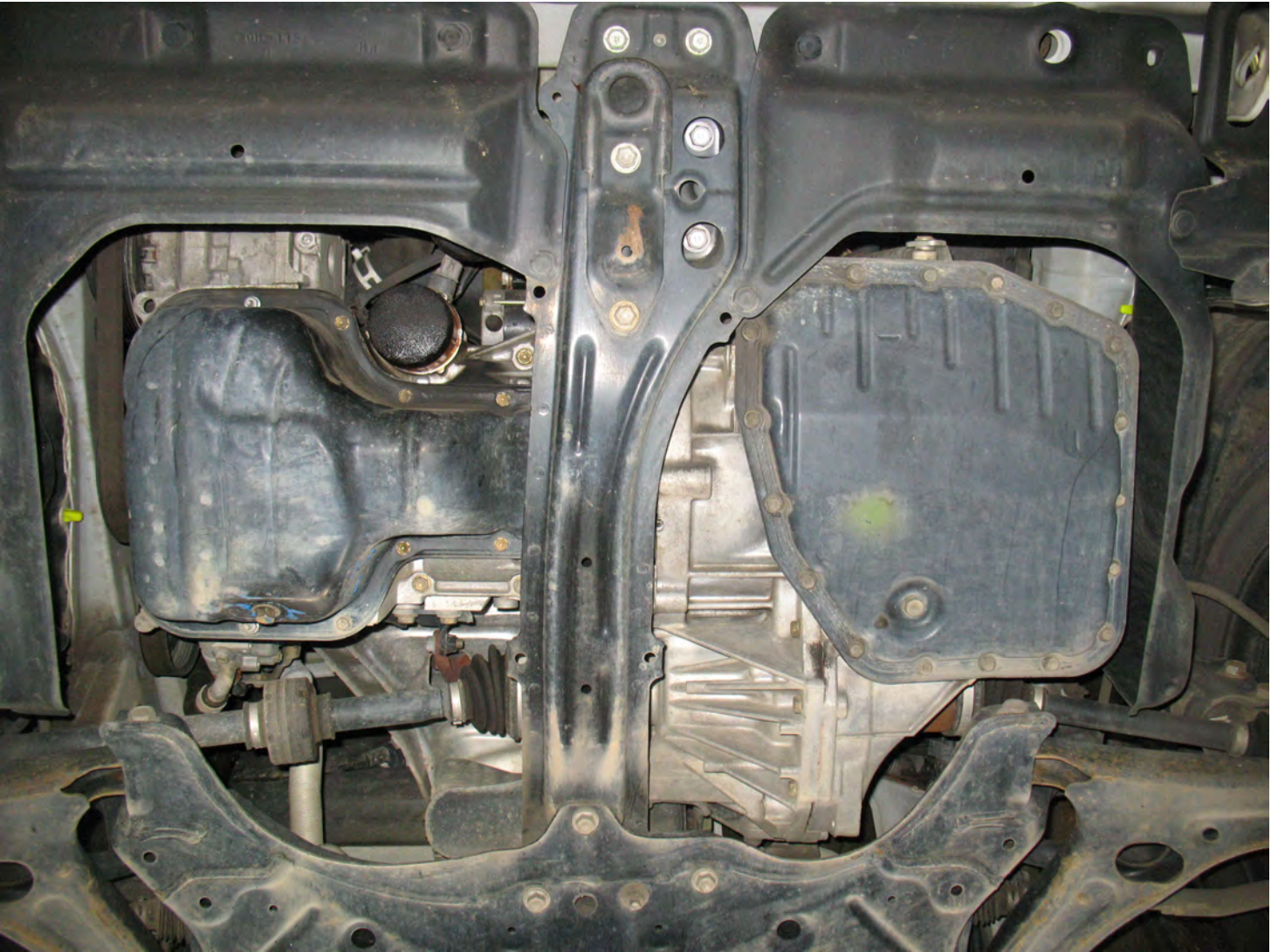




























TRAWWEAS 500 TRACTION & TEMPERATURE

DS80C II





EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

Case Activity Report

Case #: 1011040987 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 11/23/2010 10:49:13 AM
 Case Title: PRODUCT; FCRP; AIR BAGS- FRONT; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBR32EX3Z [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	CE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	MIAMI BEACH FL [REDACTED]	MODEL NUMBER :	1802	OWNER :	B51D_JMDP_09030SETBMLH@JM
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	11/4/2010 10:43:53 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	MEHARIS
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	09043 TOYOTA OF SOUTH FLORIDA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	[REDACTED]	DOFU :	06/10/2002	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	102	CLOSED BY :	
		CURRENT MILES :	86000	CLOSER'S GROUP :	
		INCIDENT MILES :	86000		
		CERTIFIED :	No		

DEALER INFORMATION	CLOSING SUMMARY
PRIMARY DEALER CODE & NAME :	CSAT : Unknown
REGION CODE - NAME : 50 - SET	CLOSE APPROVED BY :
DISTRICT :	CLOSE APPROVED :
SECONDARY DEALER CODE & NAME :	# OF CLOSE EXTENSIONS :
REGION CODE - NAME :	
DISTRICT :	

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1QX8T4	11/4/2010 10:37:00 AM / Call - Inbound	Done	MEHARIS / Tier 2A Rep	Caller sts: her son started the veh last Fri and the air bags deployed, Sts first the passenger deployed and then the driver followed, when he opened the driver side window and door to let all the smoke out he heard another pop, it may have been the bag which popped.			11/4/2010 10:47:50 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Sts is not sure why the air bag would deploy. Sts read online about how the air bag would not deploy in case of an accident. Sts the windshield broke because of it. Sts there was no injury. Sts the veh is at Ocean Cadillac Collisions Center, 305-891-7440, contact person is Alvin. no repairs have begun yet. Sts sks to know if they should fix the veh or if Toyota can inspect the veh.</p> <p>State Farm Insurance Claim # [REDACTED] 800-627-4028, Claim # 42.</p> <p>NCR apol & adv would open case to CM. NCR adv caller, CM would c/b within 1 b/d. Gave case #.</p>			
1-1QYY7I	11/5/2010 05:55:07 AM / Request Action	Done	ASHBYJ / Tier 2A Rep	*AIR BAG - CALL CUST/ FILL OUT LEGAL TAB*		11/5/2010 02:56:00 PM	11/5/2010 03:07:44 PM
1-1R1F2W	11/5/2010 11:35:45 AM / Call - Inbound	Done	PITTMAM / Tier 2A Rep	Caller states wanted to see if JAsby is avail. NCR adv cust not avail and will rcv c/b by EOB today.			11/5/2010 11:41:31 AM
1-1QYYNX	11/5/2010 02:02:00 PM / Call - Inbound	Done	ASHBYJ / Tier 2A Rep	<p>===AIR BAG - DEPLOY===</p> <p>Case Mgr called cust and spoke to [REDACTED] (mother) who adv to speak w/ son directly and adv will have son call</p>			11/5/2010 02:46:26 PM
1-1QYYPZ	11/5/2010 03:07:47 PM / Request Action	Done	ASHBYJ / Tier 2A Rep	*AIR BAG - CALL CUST/ FILL OUT LEGAL TAB*		11/8/2010 03:07:00 PM	11/8/2010 02:06:49 PM
1-1R51AW	11/5/2010 03:11:31 PM / Call - Inbound	Done	ASHBYJ / Tier 2A Rep	<p>Caller States: [REDACTED] states he is trying to reach case manager. Cust states he would like case manager to contact him in reference to case. Cust states he is available any time.</p> <p>NCR: Apologized and adv cust I will forward message over to case manager. NCR adv cust of a 1 b/d c/b from case manager. NCR offer additional assistance close call. Case number provided</p>			11/8/2010 05:46:07 AM
1-1RCR1N	11/8/2010 01:33:59 PM / Call - Inbound	Done	ASHBYJ / Tier 2A Rep	<p>Clfr sts: trying to reach John Ashby. Sts that he is avail at anytime. Sts that he is having big issues. Sts that he put in a request for a c/b on Friday. Sts that he hasn't heard anything as of yet. Sts can be reached at alternate phone number. NCR apol & adv cust will fwd c/b request to CM whom will f/u in 1 b/d. Adv of 1 b/d c/b timeframe. Cust thanked & understood.</p>			11/8/2010 02:06:42 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1RCR12	11/8/2010 01:55:48 PM / Call - Outbound	Done	ASHBYJ / Tier 2A Rep	<p>OUTBOUND CUST CALL:</p> <p>Case Mgr called cust at ph [REDACTED] and spoke to Mr. [REDACTED]</p> <p>Summary: Cust sts was starting their veh, turned on the a/c and the passenger side air bag went off. Cust sts immediately afterwards the drivers side air bag went off and damaged the windshield. Cust sts he gave authorization to repair the windshield.</p> <p>Date of Accident: 10/29/10 Approx time: 12:00PM</p> <p>Has Repair Begun or Veh Repaired: No</p> <p>Vehicle Location: Ocean Cadillac Collision Center 12000 NE 14th Ave, Miami, FL 33161</p> <p>Injuries: None</p> <p>Driver [REDACTED]</p> <p>Passenger (s): None</p> <p>Seatbelts On: No</p> <p>Speed Before Impact: N/A</p> <p>Brakes Applied Before Impact: N/A</p> <p>What Failed: Air Bag</p> <p>Collision Type: N/A</p> <p>Airbag Deploy or Non-Deploy: Yes</p> <p>Airbag Warning Light On/Off Prior to Accident: No</p> <p>Any Prev Accidents In Veh: No</p> <p>Police Involvement: None</p> <p>Insurance Company: State Farm</p> <p>Weather/Road Condition: Sunny; Good</p> <p>Cust seeks: To have veh inspected to clarify why air bags deployed.</p>			11/8/2010 02:22:29 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Case Mgr adv while advising the time frame for inspection, cust sts he would like to call back to see if he would like to move forward w/ inspection or not. Case Mgr adv will keep case open for (2) days to allow cust to call back, if Case Mgr does not hear back from cust will call cust to get status on their decision on how to proceed			
1-1RCR3P	11/8/2010 02:22:37 PM / Request Action	Done	HOLTB / Tier 2B Rep	*AIR BAG DEPLOY - CALL CUST TO SEE HOW THEY WANT TO PROCEED W/ INSPECTION OR NOT*		11/10/2010 02:23:00 PM	11/10/2010 07:42:55 AM
1-1RD4EV	11/8/2010 02:47:06 PM / Call - Inbound	Done	HOLTB / Tier 2B Rep	Caller Sts: Would like to tell CM that customer is authorizing the inspection. Customer is seeking to know if authorization will be sent via-mail or via-email. Customer prefers the authorization document to be sent via-mail. NCR apol & advised NCR will send message to CM and c/b within 1 b/d or sooner. Customer thanked me.			11/10/2010 07:39:43 AM
1-1RICX5	11/10/2010 07:39:19 AM / Call - Outbound	Done	HOLTB / Tier 2B Rep	===OUTGOING CUSTOMER CALL=== CM spk with cust who advd the windshield has been repaired and cust is going to pick up the veh today. Cust would like to have the veh inspected to find out why the air bags deployed. CM advd cust will set up for inspection and should get call back within 3 b/d.			11/10/2010 07:39:32 AM
1-1RICX8	11/10/2010 07:43:57 AM / Call - Inbound	Done	HOLTB / Tier 2B Rep	===FCRP===			11/10/2010 07:44:17 AM
1-1RS4N2	11/11/2010 10:44:52 AM / Call - Inbound	Done	BEARDEJ1 / Tier 1 Rep	Clr [REDACTED] FI seeks to speak to John Ashby. NCR transferred to tier2.			11/11/2010 10:46:55 AM
1-1RQSNU	11/11/2010 10:50:10 AM / Call - Inbound	Done	HOLTB / Tier 2B Rep	Clr sts: wants to speak with (case mgr). Ncr adv (case mgr) is not available. Ncr adv will request c/b within 1 bus day.			11/15/2010 02:48:54 PM
1-1S3ZFM	11/15/2010 10:23:10 AM / Call - Inbound	Done	WALTONC4 / Tier 1 Rep	Seeking to spk with John Ashby. NCR trans clr to tier 2 for further assistance.			11/15/2010 10:23:48 AM
1-1RZTRC	11/15/2010 10:27:55 AM / Call - Inbound	Done	HOLTB / Tier 2B Rep	Cust c/b & request to speak w/ case mngr. Ncr apol, adv clr that case mngr is not avail. Ncr adv will submit a c/b request that can take up to 1 bus day.			11/15/2010 02:48:44 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1S2BE1	11/15/2010 02:14:19 PM / Call - Outbound	Done	HOLTB / Tier 2B Rep	<p>===OUTGOING CUSTOMER CALL===</p> <p>CM spk with cust who wanted to know when his veh will be inspected. CM advd cust will get call back within 14 b/d and it has only been 5 days. Cust wanted to know what he should do in the mean time. CM advd cust he can rent a veh but can guarantee will be reimb until inspection is completed.</p>			11/15/2010 02:14:27 PM
1-1SR5GP	11/22/2010 08:44:35 AM / Call - Inbound	Done	HOLTB / Tier 2B Rep	<p>Caller sts: She would like the CM to give her a call back to day,because she has to return the veh by 2 PM Eastern time.</p> <p>NCR: Adv dlr will forward her message to the CM.CM will get back within 1 b/d.</p>			11/22/2010 11:09:56 AM
1-1ST2NW	11/22/2010 11:10:01 AM / Call - Outbound	Done	HOLTB / Tier 2B Rep	<p>===OUTGOING CUSTOMER CALL===</p> <p>CM left v/m: provided brief reason for call, case #, contact info for case mgr (BHolt @ 800-331-4331x73813) & hours of availability (7:00a - 3:30p PST). CM adv will c/b within 1 b/d</p>			11/22/2010 11:10:13 AM
1-1STD6Q	11/22/2010 02:04:12 PM / Call - Inbound	Done	HOLTB / Tier 2B Rep	<p>Clr sts that she was trying to reach CM however not successful. Sts that she has questions about an loaner. NCR apol and advised CM will be in contact within 1 b/d or sooner.</p> <p>Cust wished to be contacted on alt# and anytime is fine.</p>			11/23/2010 08:00:10 AM
1-1ST34R	11/22/2010 03:14:22 PM / Call - Inbound	Done	HOLTB / Tier 2B Rep	<p>===OUTGOING CUSTOMER CALL===</p> <p>CM spk with cust Son regarding his case. Cust sts he still has not heard from anyone regarding inspection. CM advd cust will research and call back.</p>		11/24/2010 03:14:00 PM	11/23/2010 08:00:23 AM
1-1SV152	11/23/2010 08:00:50 AM / Call - Inbound	Open	HOLTB / Tier 2B Rep	Waiting to hear from legal		11/24/2010 08:01:00 AM	

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Legal

Accident Information

Incident Date: 10/29/10 2:02:24 PM

Accident Location: Parking Lot Hallover Park Marina, Miami, FL

Road Condition: N/A

Injuries: None

Fire/Police: None

Police Report Filed: No

Vehicle Information

Vehicle Location: cust home

Drivable: Yes

Insurance Information

Claim #: [REDACTED]

Insurance Info: State Farm

Adjuster Name: Unknown

Repaired: Yes

Adjuster Phone #: (800) 627-4028



LEHMAN TOYOTA/SCION



19390 N.W. 2nd Avenue • Miami, Florida 33169
(305) 652-6500 • www.lehmantoyota.com

FAX COVER SHEET

DATE: 12-13-10

ATTENTION: TROY HIGA (TMS)

TO: 310-381-5017

FROM: RICHARD -

NUMBER OF PAGES (INCLUDING COVER SHEET): 3

NOTES: LO# 281851

HAVE A NICE DAY!!!!!!!!!!!!

LEHMAN TOYOTA SERVICE FAX #: (786) 541-1133



Lehman TOYOTA / SCION

19390 N.W. 2nd AVE.
MIAMI, FLORIDA 33169
SERVICE: (305) 852-4442
www.lehmantoyota.com
MVR # 24107830

MIAMI BEACH, FL

SERVICE ADVISOR RICHARD A MARTIN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.C. NO.	INVOICE PRINTED	INVOICE NO.
07DEC10	13DEC10		LNXBR32EX3Z					13DEC10 281851
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST. EST. LABOR RATE	DEPOSIT DATE	REPAIR BY	3/A
09:25	14:04	03	TOYOTA COROLLA		0.00	10JUN02	328	328
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
86387	86388							

DESCRIPTION	QUANTITY	UNIT PRICE	LABOR	TOTAL
A FTS INSPECTION PER TMS				
1 TMS INSPECTION	99	C	0.00	0.00
B** REPLACE AIR BAGS PER TMS				
893111 FRONT PASSENGER AIRBAG ASSY	22	C	45.00	45.00
1 73970-02040-B0 AIR BAG ASSY, INSTR	829.62		829.62	829.62
893061A OPPOSITE SIDE	22	C	81.00	81.00
1 73220-02131-B0 BELT ASSY, FR SEAT,	216.26		216.26	216.26
893011 CENTER AIRBAG SENSOR ASSY	54.00		54.00	54.00
1 89170-02190 SENSOR ASSY, AIR BAG	368.85		368.85	368.85
441051 HORN BUTTON ASSEMBLY	72.00		72.00	72.00
1 45130-02170-B0 PAD ASSY, STEERING W	722.13		722.13	722.13
1 84306-02110 CABLE SUB-ASSY, SPIR	267.08		267.08	267.08
893061 SIDE AIRBAG SENSOR ASSEMBLY ONE SIDE				

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$50.00.

CANCELLATION OF REPAIR: In the event that the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DEDUCTION	
SALES TAX	
PLEASE PAY THIS AMOUNT	

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Topline genuine Toyota parts and labor are warranted for 1 year unlimited mileage. All other parts and labor are warranted for 90 days or 4000 miles whichever occurs first after date of repair. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE. Thank you for giving our service department this opportunity to service your automobile needs. If you have any questions about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.



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 SERVICE: (305) 852-4442
 www.lehmantoyota.com
 MVR # 24107830

MIAMI BEACH, FL

SERVICE ADVISOR RICHARD A MARTIN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE DATED	INVOICE NO.
07DEC10	13DEC10		1NXER32EX3				13DEC10	281851
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABOR RATE	DELIVER DATE	PREPARED BY	SA
09:25	14:04	03	TOYOTA COROLLA		0.00	10JUN02	328	328
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
86387	86388							

TECH.	TYPE OF WORK	HOURS	LABOR	PARTS	TOTAL
22	C		54.00		54.00
1	73210-02141-B0 BELT ASSY, FR SEAT, DP0499 DIAG OTHERS		216.26	216.26	216.26
22	C		90.00		90.00
SUBL ENTERPRISE RA #418562 PO #56864 PO#56864				70.00	70.00
	C				

**** PRE-INVOICE ****

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by 10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$50.00.

CANCELLATION OF REPAIR: In the event that the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	396.00
PARTS AMOUNT	2620.20
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	70.00
MISC. CHARGES	0.00
TOTAL CHARGES	3086.20
LESS DEDUCTION	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3086.20

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Replaced genuine Toyota parts and labor are warranted for 90 days or 4000 miles whichever occurs first after date of repair. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

We know you have many choices, that is why we are so grateful that you have chosen Lehman Toyota for your vehicles service needs. We appreciate the opportunity to earn your business and your trust. Have a Great Day!! From all of us here Thank you for making us your Toyota Store "Lehman Toyota" mv57700

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE. Thank you for giving our service department this opportunity to service your automobile needs. If you have any questions about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

Case Activity Report

Case #: 1011080571 Case Type: PRIORITY Owner's Group: DR
 Brand: Lexus Case/Activity Last Updated: 11/19/2010 10:46:39 AM
 Case Title: PRODUCT ; ABNORMAL CONDITION ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	JT6HF10U8Y0 [REDACTED]	STATUS :	Closed
COMPANY NAME :	[REDACTED]	MODEL YR. :	2000	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	MODEL :	RX 300	SOURCE :	EXECUTIVE
ADDR2 :	[REDACTED]	GRADE :	4 WD SUV	INITIAL CHANNEL :	Letter
CITY, STATE, ZIP :	ATLANTA GA [REDACTED]	MODEL NUMBER :	9424	OWNER :	WENDELV
COUNTRY :	USA	ENGINE :	1MZ	CREATED DATE :	11/8/2010 08:21:17 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	BARKLEB
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	60904 LEXUS OF PEMBROKE PINES	CREATOR'S GROUP :	Lexus 2B
FAX NUMBER :	[REDACTED]	DOFU :	06/26/2000	CLOSED DATE :	11/17/2010 08:25:22 AM
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	126	CLOSED BY :	JASKULA
		CURRENT MILES :		CLOSER'S GROUP :	DR
		INCIDENT MILES :			
		CERTIFIED :	Yes		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :		CSAT :	Unknown
REGION CODE - NAME :		CLOSE APPROVED BY :	WENDELV
DISTRICT :		CLOSE APPROVED :	11/17/2010 08:23:36
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :			
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1QRQTQ	11/3/2010 09:30:03 AM / Correspondence	Done	BARKLEB / E-Team Rep	Inbound - Letter		11/5/2010 12:00:00 AM	11/8/2010 08:23:28 AM
1-1R4ZJ5	11/8/2010 08:23:30 AM / Notes	Done	BARKLEB / E-Team Rep	Ltr sts: (Ref 1009070099) Cust sts that he has not been sat with Lexus and they way we have handled his concerns. Cust sts that her airbags are defective and deployed with any impact. Cust sts she expects Lexus to pay for the replacement of the defective airbags and her rental car expenses.			11/8/2010 08:25:59 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1R9GB1	11/8/2010 08:27:50 AM / Call - Outbound	Done	WENDELV / DR Admin	Called cust and left v/m. Adv calling in response to her letter to Mark Templin. Ask for c/b at [REDACTED] when convenient.		11/10/2010 08:28:00 AM	11/9/2010 09:39:19 AM
1-1RFPJD	11/9/2010 09:42:24 AM / Call - Inbound	Done	WENDELV / DR Admin	Cust returned call and we reviewed prior experience w/ LCS. Cust stated vehicle has been repaired by insurance company. Cust paid \$500 deductible and \$109.26 for rental vehicle. Offered reimbursement for rental vehicle and deductible in the interest of cust satisfaction. Cust accepted offer. Confirmed cust address and adv about 2 weeks to process reimbursement. Cust thanked.		11/16/2010 09:42:00 AM	11/9/2010 02:26:07 PM
1-1RFPWT	11/9/2010 02:28:56 PM / Request	Done	WENDELV / DR Admin	Request approval.	Approved ck request		11/9/2010 03:20:16 PM
1-1RJTMJ	11/9/2010 03:20:22 PM / Letter -	Done	WENDELV / DR Admin	Sent reimbursement check and letter to cust.		11/17/2010 03:20:00 PM	11/17/2010 08:23:33 AM
1-1SDE8U	11/17/2010 08:23:36 AM / Close	Done	WENDELV / DR Admin	Offered to reimburse cust for insurance deductible and vehicle rental expenses in the interest of cust satisfaction. Cust accepted g/w offer. Sent reimbursement check and letter to cust.			11/17/2010 08:24:41 AM
1-1SM0LD	11/18/2010 03:05:47 PM /	Done	JASKULA /	Inbound - Letter			11/19/2010 10:46:35 AM

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RUN DATE : 4/6/2011 10:53:08 AM

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Report Generated for GAGON

TOYOTA

Curtis J. Hamilton
Direct Phone (310) 468-7687
Fax (310) 381-8167
Curtis_hamilton@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

April 5, 2011

Stacey Stankis
Progressive
P.O. Box 89440
Cleveland, OH 44101

RE: Date of Incident: September 3, 2010
 Vehicle: 2000 Lexus RX 300
 VIN: JT6HF10U8Y0 [REDACTED]
 Claim Number: 10-1536279
 Insured: [REDACTED]


Dear Ms. Stankus:

We are in receipt of your subrogation notice regarding the above mentioned incident.

Toyota Motor Sales, USA, Inc. was not provided the opportunity to inspect the vehicle involved in this incident. Since the repairs had been completed prior to our receiving notice of this claim, there is no way to determine how this incident occurred.

We are sorry to learn of your insured's unfortunate incident, however, at this time there is no indication that any type of manufacturing design or defect caused or contributed this incident. Therefore, we are unable to honor your claim.

Very truly yours,


Curtis J. Hamilton
Toyota Motor Sales, U.S.A., Inc.



PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 89440
Cleveland, OH 44101

Phone: (877) 818-0139
Fax: (888) 792-5922

November 11, 2010

TOYOTA MOTOR CORPORATION
ATTN: CLAIMS DEPT. HQ11
19001 SOUTH WESTERN AVENUE
TORRENCE, CA 90509

Type of Loss: IV APPLIED BRAKES BOTH FRONT AIRBAG
LOCKED. NO COLLISION.
VIN/DOT Number: JT6HF10U8Y0 [REDACTED]
Year: 2000
Make: LEXUS
Model: RX 300 4X4SW
Your Claim No: UNKNOWN
Our Insured: [REDACTED]
Address: [REDACTED] ATLANTA, GA [REDACTED]
Our Claim No: [REDACTED]
Date of Loss: 09-03-10
Damages: \$ 3,704.63

*not offered the opportunity to inspect.
Could have hit Post hole, curb after market items etc.
deny*

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Direct Insurance Co. damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$3,704.63 to my attention, payable to "Progressive Direct Insurance Co., as subrogee of [REDACTED]", and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

STACEY STANKUS
Subrogation Representative
Progressive Direct Insurance Co.
440.603.7533
Fax (888) 792-5922
Stacey_stankus@progressive.com
Enclosure

DRW0015

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 89440
Cleveland, OH 44101

Phone: (877) 818-0139
Fax: (888) 792-5922

November 11, 2010

TOYOTA MOTOR CORPORATION
ATTN: CLAIMS DEPT. HQ11
19001 SOUTH WESTERN AVENUE
TORRENCE, CA 90509

Type of Loss: IV APPLIED BRAKES BOTH FRONT AIRBAGS WENT OFF AND SEATBELT
LOCKED. NO COLLISION.
VIN\DOT Number: JT6HF10U8Y0 [REDACTED]
Year: 2000
Make: LEXUS
Model: RX 300 4X4SW
Your Claim No: UNKNOWN
Our Insured: [REDACTED]
Address: [REDACTED] ATLANTA, GA [REDACTED]
Our Claim No: 10-1536279
Date of Loss: 09-03-10
Damages: \$ 3,704.63

FOL: NI TRAVELING ON INTERSTATE AND CAR IN FRONT SWERVED AROUND METAL OBJECT.
ID HIT BRAKES AND AIRBAGS DEPLOYED. IV WAS STILL 2 FT FROM OBJECT IN THE ROAD.
CONFIRMED NO EXTERIOR BODY DMG. DRIVER AND PASSENGER AIRBAG DEPLOYED AND
DRIVER AND PASSENGER SEATBELTS ARE LOCKED
NI CONTACTED LEXUS ABOUT MALFUNCTION AND THEY PUT HER IN CT WITH CORP AND SHE
IS EXPECTING TO HEAR BACK WITHIN 2 BUSINESS DAYS

STACEY STANKUS
Subrogation Representative
Progressive Direct Insurance Co
440.603.7533
Fax (888) 792-5922
Stacey_stankus@progressive.com
Enclosure

DRW0015

Date: 10/25/2010 10:58 AM
Estimate ID: 10-1536279-01
Estimate Version: 3
Supplement: 3(F F) 10/25/2010 10:58:36 AM
Profile ID: 6% all part type DOV

PROGRESSIVE
Atlanta, GA 30339
Fax: (770) 272-1945

*****Supplements require prior approval. For all supplements, call Brandi Ralston 678-977-8352 to request a supplement before completing any supplemental repairs.*****

If an original estimate or supplement is conducted at a repair facility, the adjuster is to review the estimate in person with the repair shop and obtain a signed agree price. If this was not done on this inspection/supplement, or if there is an issue the adjuster was unable to resolve, please call the Claim supervisor: Hernan Morales 770 480 9161

Damage Assessed By:
JEREMY DUNPHY
Supplemented By: Brandi Ralston

Appraised For:
AMBER SLATER

Type of Loss: Auto
Date of Loss: 9/3/2010
Contact Date: 9/8/2010
Deductible: 400.00
Claim Paid: N
Claim Number: 10-1536279-01

Insured: [REDACTED]
Claimant: [REDACTED]
Address: [REDACTED] ATLANTA, GA [REDACTED]
Telephone: Work Phone: ([REDACTED])
Home Phone: ([REDACTED])
Owner: [REDACTED]
Address: [REDACTED] ATLANTA, GA [REDACTED]
Telephone: Work Phone: [REDACTED]
Home Phone: [REDACTED]

Mitchell Service: 916767

Description: 2000 Lexus RX 300
Body Style: 4D Ut
VIN: JT6HF10U8Y0 [REDACTED]
Mileage: 107,000
OEM/ALT: A
Color: WHITE

Vehicle Production Date: 00/00
Drive Train: 3.0L Inj 6 Cyl 4WD
License: [REDACTED] GA
Search Code: ATLANTA1

DRW0015

Options: ALARM, PASSENGER-FRONT AIR BAG, DRIVER-SIDE AIR BAG, POWER DRIVER SEAT, POWER DOOR LOCKS, POWER WINDOWS, ELECTRIC DEFOGGER, CRUISE CONTROL, TILT STEERING WHEEL, HEATED MIRROR, POWER PASSENGER SEAT, PREMIUM SOUND SYS., ANTI-LOCK BRAKE SYS. (ABS), FOG LIGHTS, ALUM/ALLOY WHEELS, POWER REMOTE MIRROR, 4WD OR AWD, CASSETTE PLAYER

ESTIMATE RECALL NUMBER: 9/8/2010 13:24:16 10-1536279-01

Mitchell Data Version: SEP_10_V

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Date: 10/25/2010 10:58 AM

Estimate ID: 10-1536279-01

Estimate Version: 3

Supplement: 3(F F) 10/25/2010 10:58:36 AM

Profile ID: 6% all part type DOV

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
Air Bag System							
1	603172	MCH	REMOVE/REPLACE	Air Bag System Diagnosis	-M		0.5 #
2	600386	MCH	REMOVE/REPLACE	Air Bag Module-Driver Front	-M 45130-48070-E0	821.02	0.3
3	600388	MCH	REMOVE/REPLACE	Air Bag Module-Passenger Front	-M 73970-48020-E0	1,092.91	0.4
4	600392	MCH	REMOVE/REPLACE	R Frt Air Bag Sensor	-M 89173-49145	94.34	0.5 #
5	600393	MCH	REMOVE/REPLACE	L Frt Air Bag Sensor	-M 89174-49045	94.34	0.3 #
6	600394	MCH	REMOVE/REPLACE	Ctr Air Bag Sensor	-M 89170-0W040	548.67	0.8
Instrument Panel							
S1 7	600874	BDY	REMOVE/INSTALL	R Lwr Inst Panel Finish Panel	Existing		0.3 r
S1 8	600875	BDY	REMOVE/INSTALL	L Lwr Inst Panel Finish Panel	Existing		0.3 r
S1 9	600882	BDY	REMOVE/INSTALL	Inst Panel Glove Box	Existing		0.3 r
S1 10	600934	BDY	REMOVE/INSTALL	Inst Panel CD Player	Existing		0.5 r
Center Console							
S1 11	600979	BDY	REMOVE/INSTALL	Ctr Console			0.3
Seat Belts							
12	602328	BDY	REMOVE/REPLACE	R Frt Seat Belt	73210-48021-B1	251.07	0.9 #
13	602329	BDY	REMOVE/REPLACE	L Frt Seat Belt	73220-48011-A1	251.07	0.9 #
S1 14	900500	BDY*	REMOVE/INSTALL	Gear Shifter	Existing		0.3 * r

- * - Judgement Item
- # - Labor Note Applies
- r - CEG R&R Time Used For This Labor Operation

Prior Damage:

WEAR AND TEAR, DOOR DINGS, INTERIOR, FRNT BMPR, REAR BMPR ,ETC.

DRW0015

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Profile ID: 6% all part type DOV

Seatbelt and Supplemental Restraint System (SRS) Replacement

"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep"

"Refer to manufacturer SRS replacement requirements"

Some vehicles may sustain a reduction in pre-loss value, even after proper repairs. We have examined your vehicle and

- ___ a) determined there is no diminution in value; or
- ___ b) assess diminution in value of \$ _____; or
- ___ c) will determine the assessment, if any, and notify you or the owner at a later time.

If you disagree with this determination/assessment, notify us in writing and we will consider what you provide to support your opinion.

If a change in the amount is warranted based on credible evidence, then we will revise our assessment. If an agreement can't be reached, either you or we may request to proceed under the Appraisal section of the insurance policy.

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Profile ID: 6% all part type DOV

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	3.8	40.00	0.00	0.00	152.00	Taxable Parts	3,153.42
Mechanical	2.8	75.00	0.00	0.00	210.00	Sales Tax @ 6.000%	189.21
Non-Taxable Labor					362.00	Total Replacement Parts Amount	3,342.63

DRW0015

Labor Summary 6.6 362.00

III. Additional Costs

Total Additional Costs

Amount

0.00

IV. Adjustments

Amount

Insurance Deductible

400.00-

Customer Responsibility

400.00-

I. Total Labor: 362.00
II. Total Replacement Parts: 3,342.63
III. Total Additional Costs: 0.00
Gross Total: 3,704.63

IV. Total Adjustments: 400.00-
Net Total: 3,304.63
Less Original Net Total: 3,156.16
Net Supplement Amount: 148.47

S1: Brandi Ralston 80.00
S2: Brandi Ralston 31.53-
S3: Brandi Ralston 100.00

Point(s) of Impact

16 Non-Collision (P)

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Profile ID: 6% all part type DOV

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Inspection Site: FIELD

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT
HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR
YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF
PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE
DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

ESTIMATE RECALL NUMBER: 9/8/2010 13:24:16 10-1536279-01

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Failure to use the insurance proceeds in accordance with a security agreement between you and a lienholder, if any, may be a violation of Code Section 16-8-4 of the O.C.G.A. If you have any questions, contact your lending institution

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLIGENCE, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.

NON-OEM and A/M and QUAL REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION

INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____

EST START DATE: _____

EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF

DRW0015

INSURANCE FRAUD.

ESTIMATE RECALL NUMBER: 9/8/2010 13:24:16 10-1536279-01

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Supplement: 3(F F) 10/25/2010 10:58:36 AM

Profile ID: 6% all part type DOV

Event Log

File Created: 09/08/2010 01:19:53 PM
Estimate Started: 10/25/2010 10:58:36 AM
Estimate Printed: Estimate not printed
Estimate Committed: 10/25/2010 10:58:41 AM
Estimate Uploaded: 10/25/2010 02:24:21 PM

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DRW0015

CMSD2340 /CMSM2340

P A C M A N

NOV 11 10 - 14:33

OPID: DRW0015

CLAIM PAYMENT INQUIRY

TERMID: ?05D

INSD: [REDACTED]

POL: 36080066 -7

DOL : SEP 03 10 GA-WMPCS3-BRN-A

CLM: [REDACTED]

ACTIVE

REP: A SLATER

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT:

3,304.63

LINE 1: NALLEY COLLISION CENTER, ONLY

LINE 2:

LINE 3:

ADDRESS: 1290 FRANKLIN DR

CITY: MARIETTA

ST/PR* GA ZIP/CPC: 30067

CNTRY* USA

IN PAYMENT OF: COLL 00 LEX RX300, SUPP, LESS **\$400 DED

1099	? Y	FEDERAL TAX ID:	[REDACTED]	LAST UPDT REP:	BLR0012
CDS CODE *	23 PCL	EFT TRACE #:		ISSUING REP:	B RALSTON
BANK CODE*	AS2	ISSUE DATE :	OCT 25 10	APPROVED BY:	
STATE	* GA	AREA	*	REVIEW DATE:	00 00
STOP RSN *		DRAFT #	: 468022103	REVIEWED BY:	

COMMAND:

DRW0015

MFD BY: TOYOTA MOTOR CORPORATION DATE 05/00

GVWR (LBS): 4950

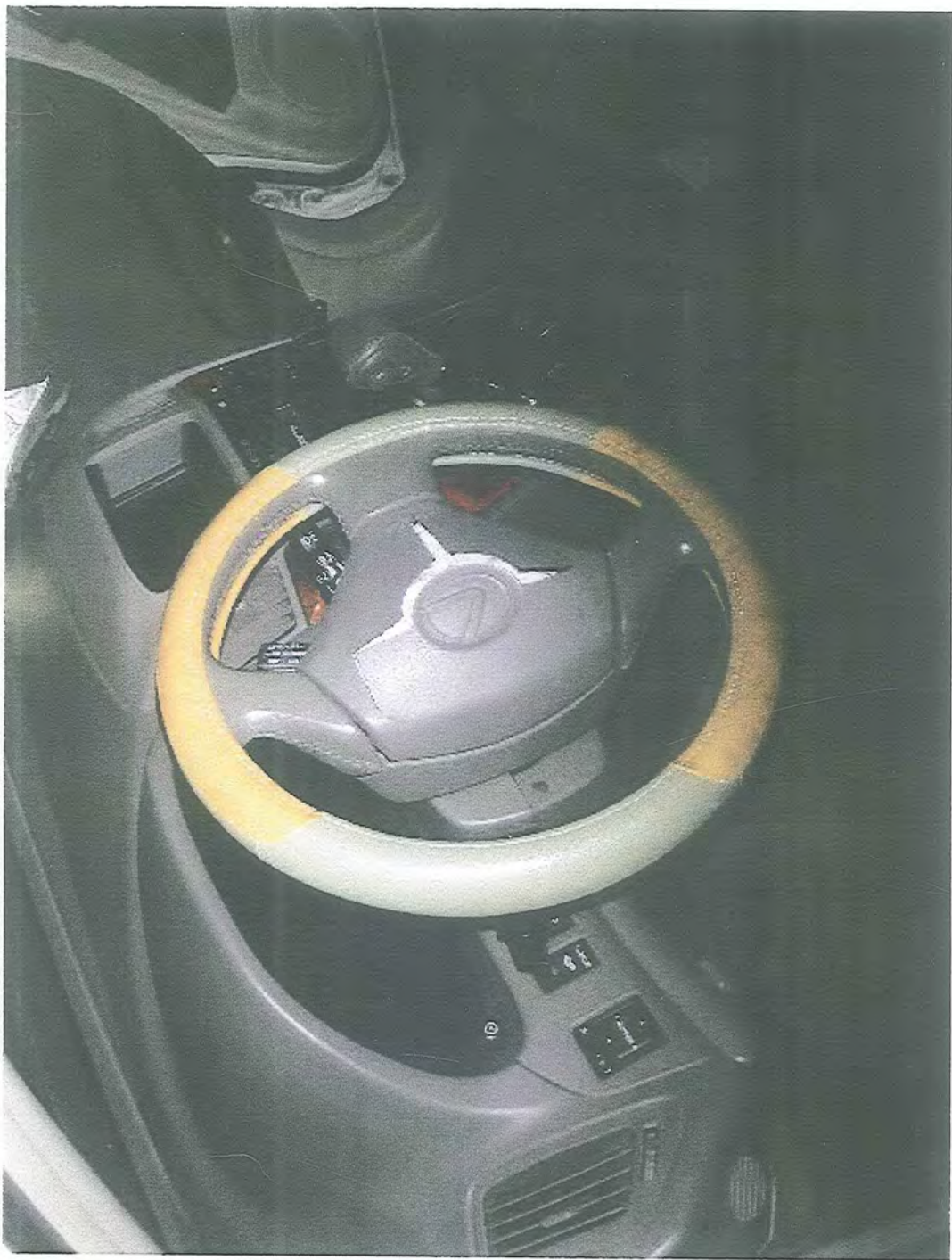
GAWR (LBS): FRT. 3040 WITH P225/70R16 TIRES
16X6 1/2JJ RIMS AT 30 PSI COLD

RR. 2540 WITH P225/70R16 TIRES
16X6 1/2JJ RIMS AT 30 PSI COLD

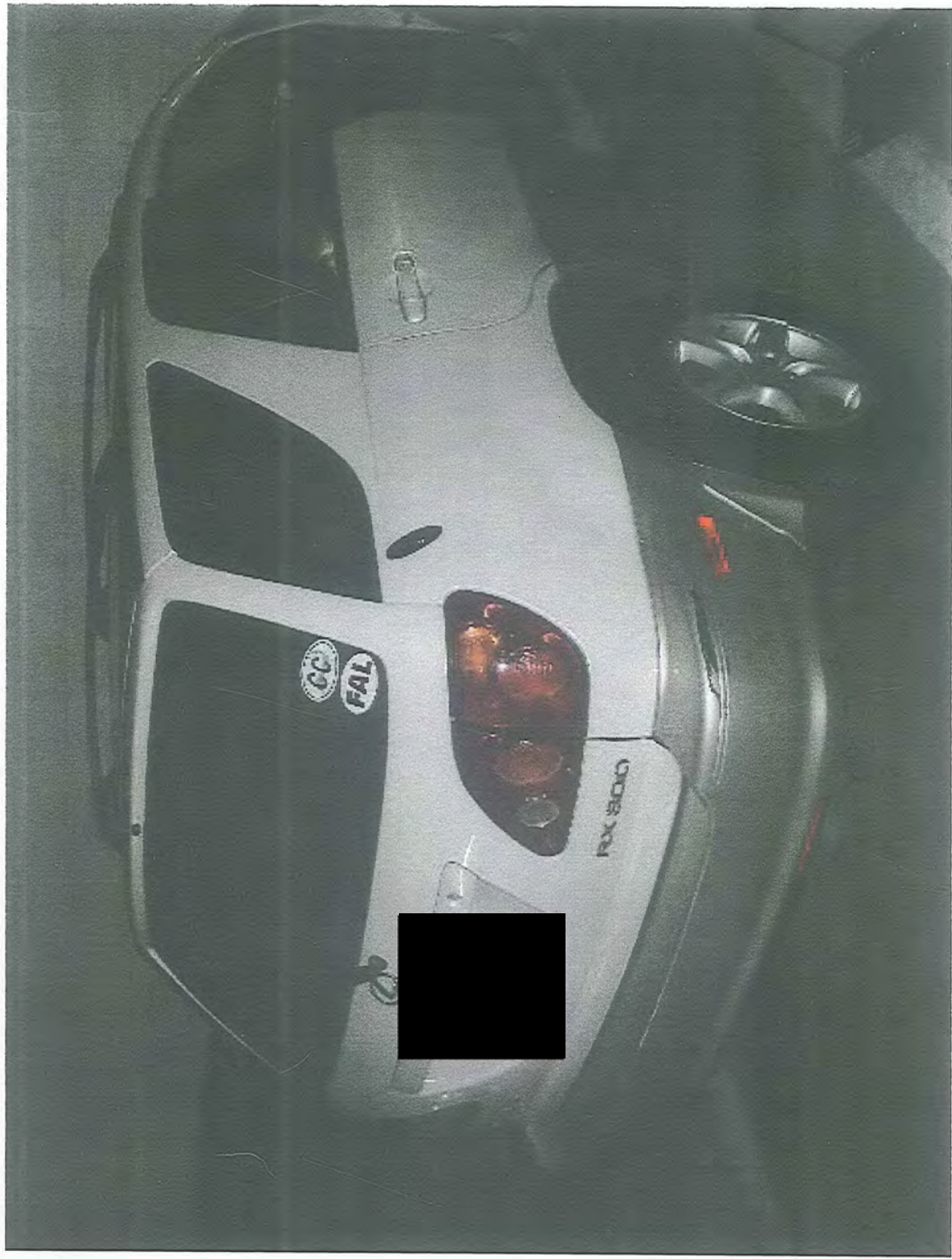
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE. JT6HF10U8Y0 [REDACTED] MPV



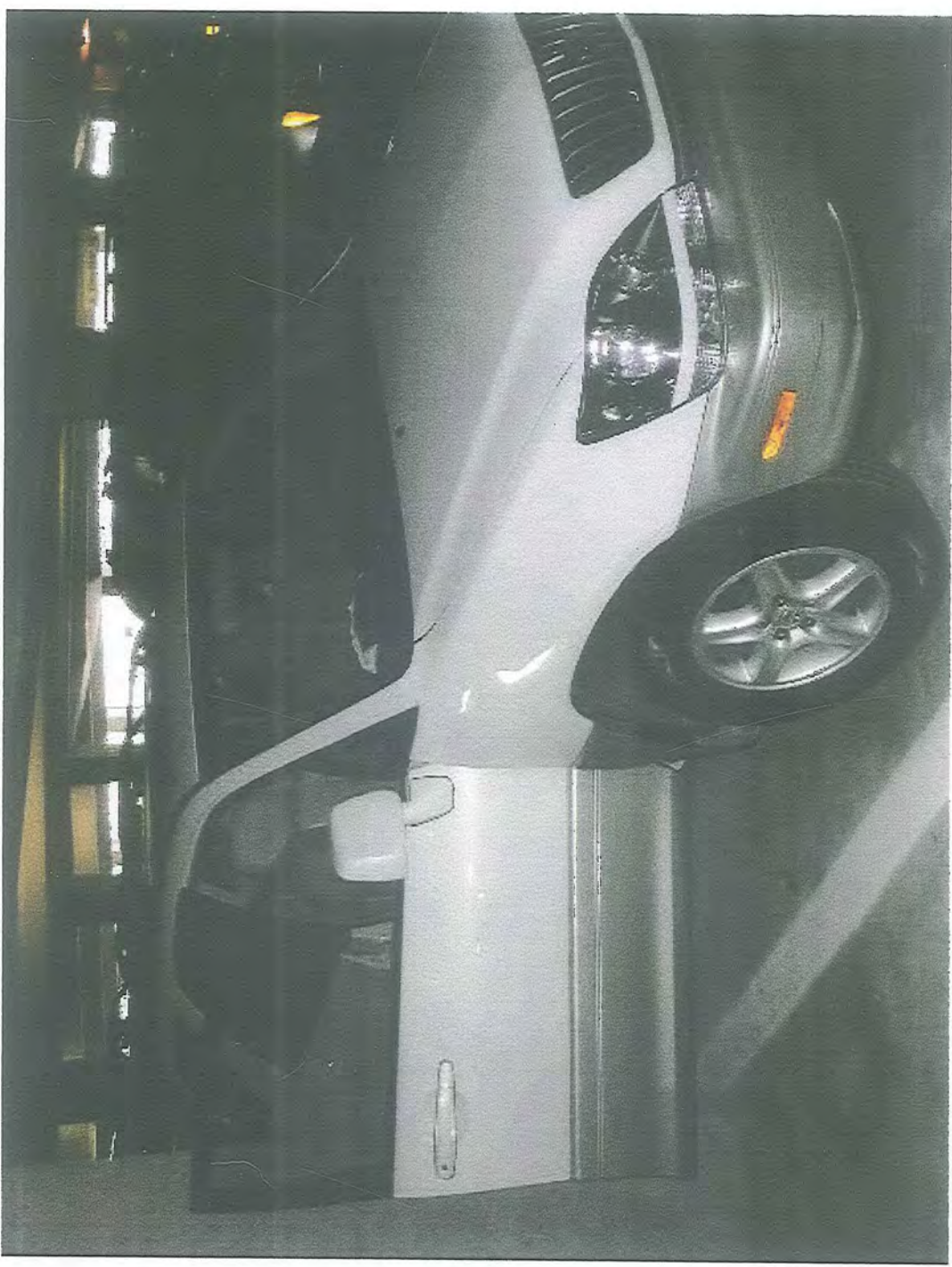
C TR 057/LA00 A/TM -02A/U140F MCUI5L-ANP0A
NO 319 MADE IN JAPAN



DRW0015



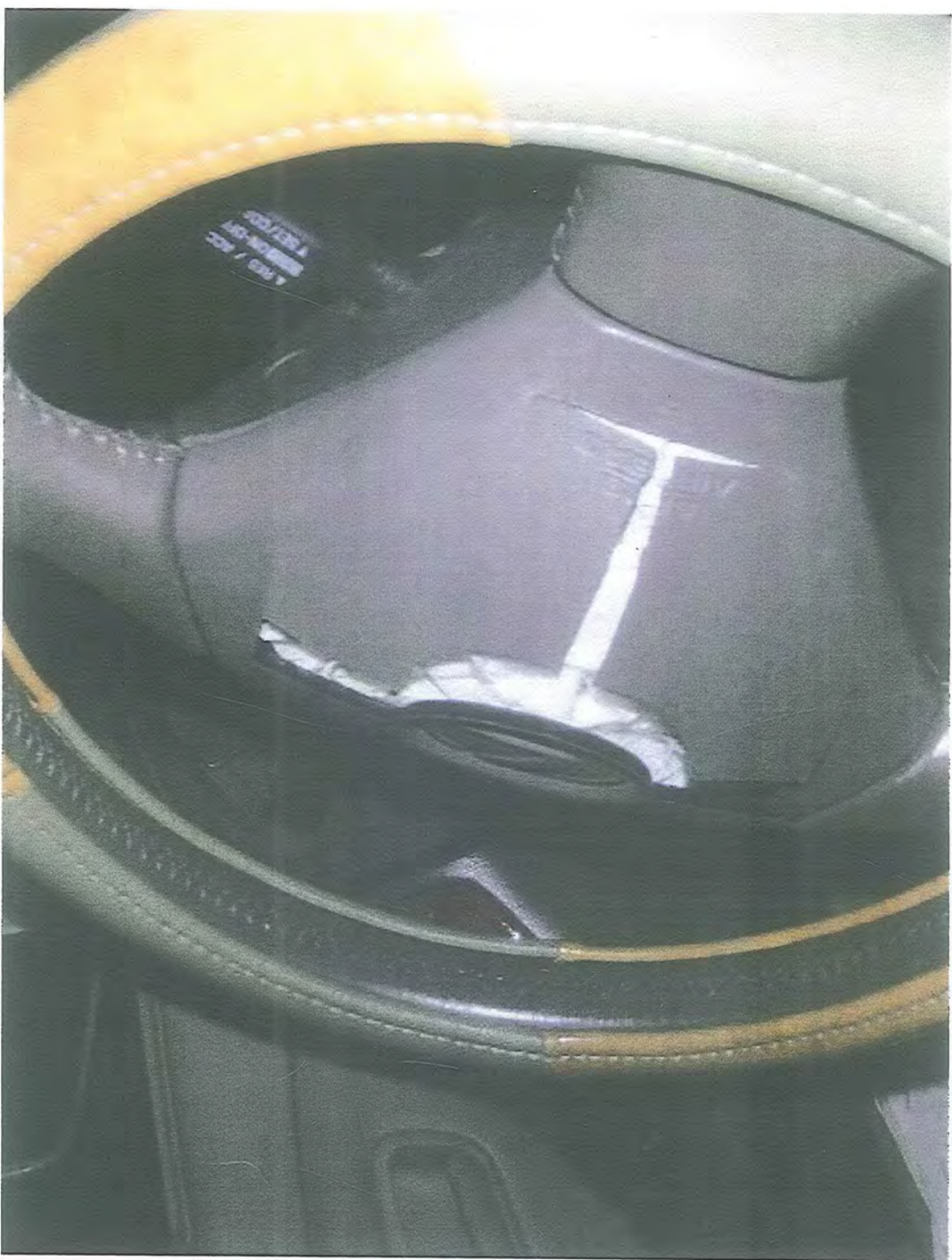
DRW0015



DRW0015



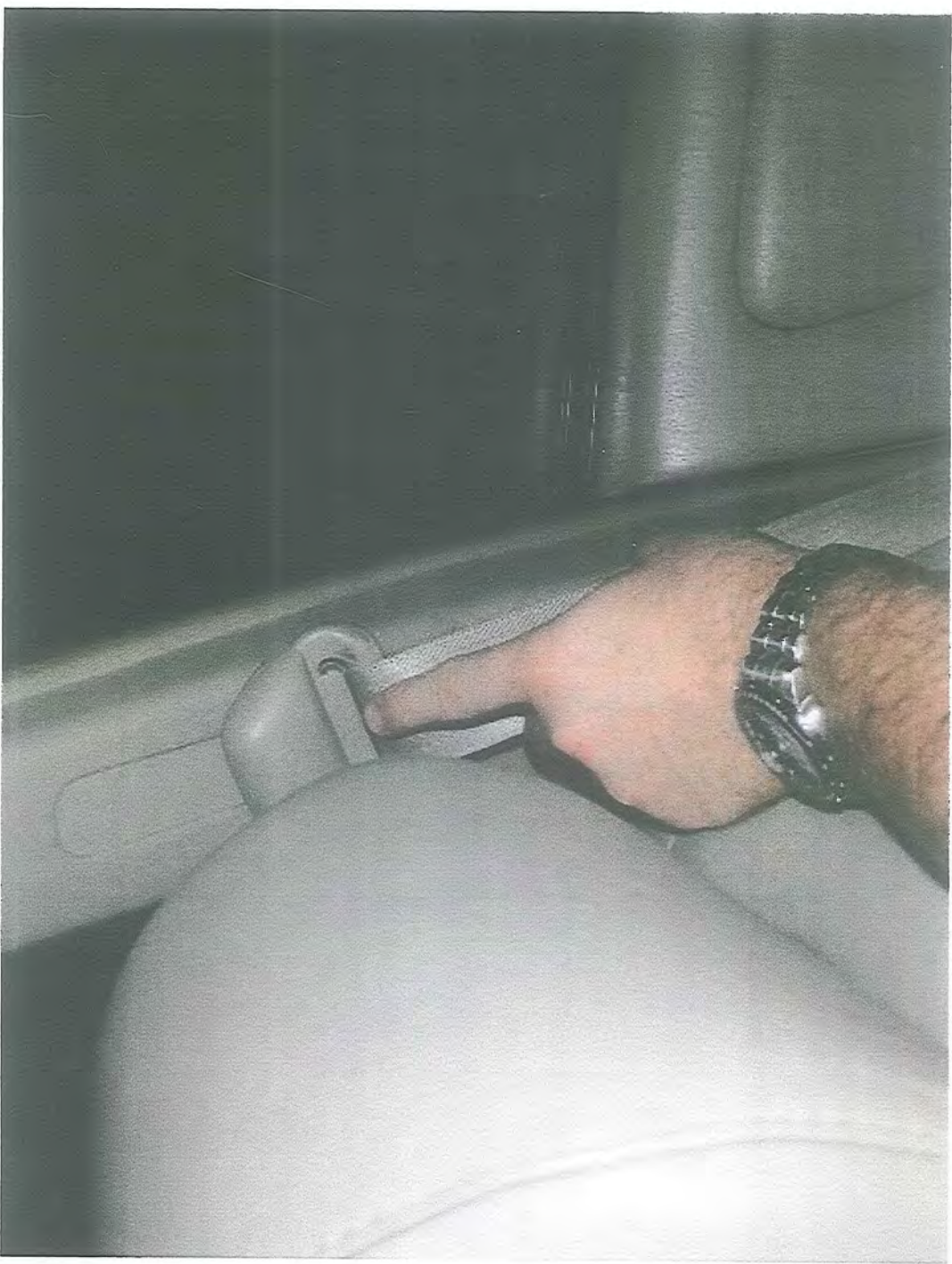
DRW0015



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